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ABSTRACT

This packet contains both a teacher's guide and a student activity book designed to help adult students locate and use community resources. Both booklets cover the following topics: the public library, Social Security, postal services, use of the telephone and the telephone directory, the newspaper, the Cooperative Extension Service, reference books, directories, and indexes, writing letters and notes, and community assistance. The teacher's guide contains content information and a step-by-step guide to each lesson. It also contains a glossary, a bibliography of community resources materials, a community resources materials grid, and a list of related sources and projects. The student activity book includes information sheets, vocabulary exercises based on the content of the lessons, and activity sheets. A glossary and answer key to the exercises are included. (KC)

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and Student Activity Book

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Community Resources Teacher Guidebook

ADULT BASIC EDUCATION

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INTRODUCTION

Project REAL-Relevant Education for Adult Learners - is the outgrowth of a concern expressed by the Adult Basic Education staff of Warren, Ohio, regarding a need for competency-based materials to assist adults in developing skills for everyday living.

Through a grant by the State of Ohio from the Adult Education Act, Section 309c, a demonstration project was funded for the purpose of developing instructional materials to help disadvantaged adults function independently and cope with the needs of our society.

One major objective was to ascertain the priorities for development through a needs assessment of our local community. A local advisory committee was organized, composed of members of industry, community agencies and ABE staff and students. Based upon the input of this committee, and the recommendations of Northeast Ohio ABE Coordinators from Canton, Cleveland, Elyria, and Euclid, a project team composed of teachers and aides developed this teacher directed step-by-step guidebook to be used with adults functioning at all levels from non-reader through grade twelve. We encourage local teachers to adapt the materials and ideas contained within this guidebook to help adults develop competencies in the area of Community Resources.

S. Keith Edgar

ACKNOWLEDGEMENTS

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Scott C. Lehman

COMMUNITY RESOURCES TEACHER GUIDEBOOK

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The Public Library



THE PUBLIC LIBRARY

The Public Library can be the hub of community resources and ABE students and teachers should take advantage of its many services.

Ohio residents are fortunate in that most of them are within 15 or 20 minutes walking or driving time of a public library outlet. There are 249 public libraries within the state, which have 380 branches and 85 bookmobiles. These libraries contain 27.6 million volumes, available for free use by all residents. The fact that many persons in Ohio take advantage of the information contained in Ohio libraries for themselves, their families, their businesses and their communities is illustrated by a study made by the State Library of Ohio in 1973:

"Ohio library users come from each of the age, education, and socio-economic groups comprising the 10.6 million residents of the state. They are heavy users of the public library -- the average Ohioan borrows 6 books per year ... while the national average is 4 books per year."

The responsible citizen needs to recognize the nature and magnitude of the problems he faces and must act upon. The wide variety of books, newspapers and magazines, pamphlets and audio-visual materials available in the average public library can help solve most problems and provide most information needed. NEVER UNDERESTIMATE WHAT LIBRARIANS ARE ABLE TO DO TO ASSIST YOU. Many people think that their questions are too trivial or unimportant and hesitate to use the library. Librarians are not judges of what is or is not important to each individual; they only desire the opportunity to help.

Step 1 - WHAT IS THE FIRST STEP AND HOW MUCH DOES IT COST?

1. All public libraries in the state of Ohio are required by law to serve any resident of the county. Library cards (for the purpose of borrowing books and other materials) are free. If a card is lost before it expires, a small fee to replace it is charged by some libraries. It is important to note that a library card is as important as a credit card and should not be loaned to a friend or another member of the family.
2. Most libraries in Ohio loan books for either 14 or 28 days. Some best-sellers are loaned for 7 days. Always ask when the book is due and then check the date on the date due card in the pocket in the book. If a book is returned on the date due, or before that date there is no charge. IF A BOOK IS RETURNED AFTER THE DATE DUE, A FINE OF SO MUCH PER DAY IS CHARGED.
3. Any books or other library materials checked out on your card are your responsibility. If a friend uses your card and then fails to return the materials, the cost of the material is charged to you. The friendly gesture of letting someone else use your card has broken up many friendships.
4. If you borrow materials from the library and lose them or temporarily misplace them, report this to the circulation department of the library immediately. Most libraries give a period of grace by suspension of fines so that more time can be given to locating the misplaced items.

Step 2 - HOW DO YOU FIND OUT IF THE LIBRARY HAS WHAT YOU NEED?

1. It would be misleading to say that all people who work in a library are friendly, out-going people. However, that attitude is changing more rapidly everyday, and you will find that most staff members can help you find what you want, or can direct you to the person who can help you best.
2. If you are acquainted with the library and the location of the card catalog, indexes to

THE PUBLIC LIBRARY

periodicals, etc., you may often wish to find the material yourself. It is important, however, that if you do not locate the book on the shelf or the newspaper or magazine where it should be, the librarians may, in many cases, locate it for you. Or, perhaps they can suggest another title which would answer your question. Librarians also like to suggest authors and titles which you might enjoy.

3. All libraries have materials which are only accessible by asking a librarian for them. These may be, for example, reference materials, back issues of magazines, or micro-film. Do not hesitate to ask for the help of a librarian. Many people are reluctant to interrupt a librarian who is busy reading book reviews, writing reports, keeping records, etc. THESE TASKS ARE SECONDARY TO HELPING THE USER!
4. If, after you and the librarian have discovered that the library does not have material to satisfy your needs, there is one more step which can be taken. That step is taking advantage of resources of other libraries throughout the state right in your own library.

In 1976, 166 public libraries and 32 academic, institution, school and special libraries in 74 counties were formally cooperating in regional library networks. A telephone call or written request by the librarian can usually bring the material to you in a week or 10 days. Usually the only charge to the borrower is mailing costs. MANY PEOPLE THINK THIS IS ASKING THE LIBRARIAN TO DO TOO MUCH - ABOVE AND BEYOND THE SERVICE HE OR SHE IS THERE FOR - THIS IS NOT SO. DO NOT HESITATE TO MAKE USE OF THE SERVICE.

Social Security



SOCIAL SECURITY

Social Security is a kind of insurance. Like any other insurance, it helps to protect people and their families. As one works, they pay a few cents of each dollar they earn into Social Security. Employers add an equal amount and send it to the Government. This money builds up over a period of time and enables employees to draw from it in case they become very ill or seriously injured.

Because of accident or illness, employees may not be able to work for a long period of time. In such cases, employees can get a check each month from Social Security which helps to replace part of their lost pay. Also, in case a worker dies, Social Security will help to take care of his/her family.

Anyone interested in finding out additional information concerning Social Security benefits should contact their Social Security Administration. Assistance is given to individuals as well as employers in all matters concerning Society Security. The number is usually listed in the white pages of the telephone book under Social Security Administration. The staff will give help in filing applications for retirement, disability, and Medicare benefits. These services are free.

The information gathered here is based in part on information supplied by the Social Security Administration in Warren, Ohio.

Step 1 - REASONS TO CONTACT THE SOCIAL SECURITY OFFICE:

1. When you get your first job.
2. After a death in the family.
3. When a family member becomes disabled.
4. At retirement age.
5. When you reach age 62 or more and stop working.
6. When you have a question concerning Social Security.

Step 2 - APPLYING FOR A SOCIAL SECURITY CARD

1. Visit your Social Security Office and ask for an application for a Social Security number.
2. Bring with you proof of age, identity, citizenship, or alien status.

(Any combination of these documents that include age, identity or citizenship)

- a. school record
- b. insurance policy
- c. marriage record which shows age and date
- d. draft card
- e. U.S. passport
- f. driver's license
- g. voter's registration
- h. credit card with signature
- i. library card with signature
- j. naturalization certificate
- k. certificate of citizenship

3. Apply about 4 (four) weeks in advance of when you need it.
4. Do not submit photocopies of any of the documents.

Step 3 - IF YOU ARE AN ALIEN:

1. If you are an alien living or visiting the United States, and you want to apply for a Social

SOCIAL SECURITY

Security number, you should take with you the following: alien registration card I-151, U. S. Immigration Form I-94, AR 3a, I-186, I-185, SW-434, I-95a, or I-184.

2. Vietnamese refugees were issued cards at the camp from which their papers were processed.

Step 4 - WHAT IS MEDICARE?

1. Medicare is also a kind of insurance. It is hospital and medical insurance.
2. Medicare helps to pay the cost of health care for all eligible people 65 years of age or disabled.
3. For a disabled person to be eligible for medicare, he/she must have been unable to work for 12 (twelve) months or more and must have received 24 (twenty-four) consecutive checks from the Social Security Administration.

Step 5 - WORKING IN SOMEONE ELSE'S HOME:

For those people who work in someone else's home, such as a cleaning woman, maid, butler, gardener, chauffeur, etc., there are also benefits of which they should be aware. They are eligible if they earn \$4 or more in cash a week or \$50 cash in a 3-month calendar quarter.

Booklets are available at the Society Security office which may be given to employers telling them how to go about reporting paid wages to the Internal Revenue Service.

It is important for people in these positions to know that they are entitled to these benefits, and that they know the facts.

Step 6 - GENERAL INFORMATION TIPS:

1. Social Security is a tax on earnings, not on certain types of people. It is compulsory that everyone who earns money must pay Social Security.
2. If a person retires at age 62, he forfeits a percentage of his payments.
3. If a person works beyond the age of 65, he receives a slightly higher percentage on his payments.
4. A divorced woman can be eligible for payments under her husband's Society Security if they were married at least 20 (twenty) years.
5. The telephone number is in the white pages, not yellow pages, of the directory.
6. If a worker dies, then payments may go to his wife, children or dependent parents.

Step 7 - THE PRIVACY ACT:

1. The Privacy Act of 1974 requires the Social Security Administration to tell people why they need the information they ask for and whether or not people must give them all the information they require. Also, it tells a person what effects not providing the information will have on them. They must also tell how the information will be used.
2. The information is needed to assign people a card, give them a replacement if they lose it, change information on their Society Security record, maintain a record, maintain a

record of their earnings, and conduct research programs.

3. Social Security's authorization is found in title II of the Social Security Act.

Step 8 - TIPS ON FILLING OUT SOCIAL SECURITY APPLICATIONS:

According to the Social Security Administration, people seem to run into trouble with certain questions on the form. Listed below are the questions that should be answered carefully:

ID: CN: DO: 403

APPLICATION FOR A SOCIAL SECURITY NUMBER

See Instructions on Back. Print in Black or Dark Blue Ink or Use Typewriter. DO NOT WRITE IN THE ABOVE SPACE

1	Print FULL NAME YOU WILL USE IN WORK OR BUSINESS (First Name) (Middle Name or Initial - if none, draw line) (Last Name)
2	Print FULL NAME GIVEN YOU AT BIRTH (Month) (Day) (Year)
3	PLACE OF BIRTH (City) (County if known) (State)
4	MOTHER'S FULL NAME AT HER BIRTH (Her maiden name)
5	FATHER'S FULL NAME (Regardless of whether living or dead)
6	YOUR DATE OF BIRTH
7	YOUR PRESENT AGE (Age on last birthday)
8	YOUR SEX MALE FEMALE
9	YOUR COLOR OR RACE WHITE NEGRO OTHER
10	HAVE YOU EVER BEFORE APPLIED FOR OR HAD A UNITED STATES SOCIAL SECURITY RAILROAD OR TAX ACCOUNT NUMBER? NO DON'T KNOW YES (If Yes, Print State in which you applied and Date you applied and Social Security Number if known)
11	YOUR MAILING ADDRESS (Number and Street Apt. No. P.O. Box or Rural Route) (City) (State) (Zip Code)
12	TODAY'S DATE
13	TELEPHONE NUMBER
14	Sign YOUR NAME HERE (Do Not Print)

Form SS-5 (9-75) ☐ RESCREEN ☐ ASSIGN ☐ DUP ISSUED Return completed application to nearest SOCIAL SECURITY ADMINISTRATION OFFICE

- No. 4, know your mother's maiden name.
- No. 5, know your father's full name, including his middle initial.
- No. 7, read the question carefully. They want the age on your last birthday - not how old you will be if your birthday is coming soon.
- No. 9, some people simply refuse to answer this question. It is the only one Social Security does not insist on having answered. The information is used strictly for statistical purposes. Every other question must be answered.
- Answers should be printed, not written, with the exception of No. 14, which is the signature.
- If you have a question, ask the person behind the desk to explain it to you. It is better to make sure than to leave a line blank or answer incorrectly.

Postal Services



POSTAL SERVICES

The United States Postal Service affects the lives of all ABE students in one way or another. Whether a student is sending or receiving letters and packages or receiving a monthly statement of account, the needs of the student are being met by the post office in their community.

Postal employees around the country are constantly trying to bring about improved changes to meet the varying needs of the community. They are trying to provide faster delivery, fewer errors and better transportation.

Postal services around the globe handle about three hundred million pieces of mail per day.

The Postal Service is an agency of the Federal Government, operating as an independent agency and controlled by a Board of Governors.

I. TYPES OF MAIL

Step 1 - FIRST CLASS MAIL:

First class mail is handwritten and typewritten messages, postal cards, monthly statements of account, and all matter sealed or closed against inspection.

Rates for first-class mail differ according to weight or depending on whether or not they are post cards.

The standard of service the mailer can ordinarily expect for first class mail is overnight delivery within the local area. The designation of the local area is available at the post office. To qualify for overnight delivery, mail must be deposited by a certain time for collection. This is usually an opportune time for the ABE teacher to review the meanings of a.m. or p.m. time distinctions.

The standard of service to other points within about six hundred miles from the origin post office is second day delivery. The standard is third day delivery to the other states.

Step 2 - SECOND CLASS MAIL:

Second class mail includes newspapers and magazines issued at least four times a year. Publishers must obtain a permit for a second class rate.

Step 3 - THIRD CLASS MAIL:

Third class mail consists of circulars, booklets, catalogs and other printed materials such as newsletters, etc., not otherwise required as first class mail. Each piece is limited to less than sixteen ounces.

There are two categories of third class mail: single piece and bulk. Rates vary depending on weight with single piece. Certain non-profit organizations qualify for special third class bulk postage rates.

Step 4 - BULK RATE MAIL:

The Postal Service processes and delivers bulk mail at lower rates because the bulk characteristics of this mail means it is less costly to handle.

Provisions for bulk rate mail:

1. The mailer pays a fee every calendar year to mail at bulk rate fee.

POSTAL SERVICES

2. If postage is to be applied by permit imprint, another fee is paid. This fee is valid indefinitely providing one mailing is made during a 12 month period.
3. All bulk mailings must be made at the post office that issued the permit.
4. For each mailing, the number must be at least two hundred or weigh a total of fifty pounds. The pieces must be individually addressed to different persons and must carry postage. They must be the same size and weight and all carry a zip code.

Step 5 - FOURTH CLASS MAIL:

Fourth class mail is merchandise, printed matter, mailable live animals, and all other matter not included in first, second or third class mail.

Step 6 - PARCEL POST:

Parcel Post includes packages that are a certain size and weight, and rates are determined by that size and weight. The mailer can usually expect overnight delivery within the local area.

Step 7 - STAMPS, ENVELOPES, POSTAL CARDS:

Stamps, envelopes and postcards are available for sale at the post office. Prices vary according to quantity.

There are also other types of mail rates, such as catalog mailing, air parcel post and library rates. More information on these services may be obtained at the local post office.

II. OVERSEAS U. S. MILITARY MAIL

Letters and packages to servicemen usually go by plane as space is available. All airlift mail leaves from either Seattle, San Francisco or New York within 48 hours after deposit.

Step 1 - PAL (PARCEL AIR LIFT):

PAL is for packages up to thirty pounds. Regular rates are charged to the U. S. port, plus a flat charge from your city to the overseas base.

Step 2 - SAM (SPACE AVAILABLE MAIL):

SAM is for parcels up to fifteen pounds. Rates are charged only to the U. S. port from air service overseas.

Step 3 - PRIORITY MAIL:

Priority mail is regular airmail and for small light weight packages may cost less than PAL. Consult local post office.

III. SPECIAL SERVICES

Step 1 - SPECIAL DELIVERY:

An item sent by Special Delivery is delivered as soon as possible after it arrives at the post office of the person to whom it is addressed. It assures delivery on the day received at that post office, but does not speed up transportation to that point from the place of origin.

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Step 2 - SPECIAL HANDLING:

Special handling is concerned with preferential handling in dispatch and transportation of third and fourth class mail.

Step 3 - CERTIFIED MAIL:

Certified mail provides for a record of delivery to be maintained by the post office from which delivered. The carrier delivering the mail obtains a signature from the addressee which is kept for two years.

Step 4 - REGISTERED MAIL:

Registered mail is either first class, air or priority mail which may be registered with indemnity limit of \$10,000. It is protection of valuable papers, jewelry and other valuable items. It is accounted for by number and transported separately from other mail under lock. Other registered services include:

1. registered C.O.D.
2. return receipt
3. registered delivery

Step 5 - INSURED MAIL:

Included under the heading insured mail is third and fourth class mail which is protected against loss or damage. There are two kinds of insured mail, numbered or un-numbered. Un-numbered is delivered as ordinary parcel mail. Numbered mail provides for a receipt to the mailer and a signature is required on delivery.

Step 6 - C.O.D. (COLLECT ON DELIVERY):

A parcel or letter may be mailed to a person providing for collection of both the postage and the value of the contents at the point of delivery. The amount collected is returned to the mailer by postal money order. The fee includes insurance against loss, damage, and failure to receive payment from the addressee.

Post offices also provide other special services, such as: certificates of mailing, stamps by mail, self-service postal centers, and money orders.

IV. PREMIUM SERVICES

The Postal Service developed premium mail services to be used for large volume mail used by the business mailer, although it is not limited to businesses.

Step 1 - MAILGRAM:

Mailgram is a combination letter and telegram, designed to provide overnight service in the continental U.S.

Step 2 - EXPRESS MAIL:

Express mail is a high-speed inter-city delivery system geared to the needs of industry and business. Included are five systems:

1. door-to-door

POSTAL SERVICES

- | | |
|-------------------------------------|---------------------------------|
| 2. door to destination | 4. airport to airport |
| 3. originating airport to addressee | 5. regular express mail service |

Step 3 - CONTROLPAK;

Controlpak is used to provide maximum protection. The mailer first prepares the mail in the usual way. It is then sorted by five-digit zip codes, then sealed in special plastic bags. Bags are addressed to post offices by zip code and transported as registered mail. It is opened under controlled conditions and then delivered by carrier.

V. ADDRESS PROCEDURES

Proper addressing of mailable items is very important. Teachers should stress this point with their students. Most addresses consist of three lines. On the first line is the name of the addressee, on the second line, the street number plus apartment number or post office box number and on the third line, the city, state and zip code. Example:

Mr. or Mrs. John Doe
2674 Anystreet
Anywhere, Ohio 44361

Equally important for students to remember is the return address. This belongs in the upper left hand corner of the envelope. Be sure to include complete information, including the zip code. This insures the mail returned to the sender in case the item is undeliverable.

VI. ZIP CODES

The use of zip code is essential to the increased efficiency of postal operations. Zip coded mail can be distributed with high speed mechanical equipment. Non-zip coded mail generally requires two or more additional handlings.

Here is how zip code works:

The first digit designates one of ten national areas from "0" to "9". The first three digits together designate a large city or sectional center. The last two digits designate a delivery area of post office within a sectional center. For example in Warren, Ohio, the zip code 44483 indicate the 4 for Ohio; the 444 for the section of Ohio and 83 for part of the city.

A directory of local zip codes is generally located in the telephone directory. If a student is in need of a zip code, local or otherwise, they should call the nearest post office. The clerk will be able to find the one needed.

VII. MAIL COLLECTION

Postmasters establish collection schedules. They may vary slightly according to local mailing habits.

On weekdays, collections will be made by 4:00 p.m. from white top collection boxes or Air-mail boxes. Two star boxes or Night Owl are usually located in front of main post offices, branches and in business areas. Collections are scheduled when necessary. One star boxes are located in shopping areas or main thoroughfares so no customer has to travel too far. At least two collections are made. Residential (no star) collections are made by the local carrier.

Saturday service differs slightly. There will be at least one collection from "white star"

POSTAL SERVICES

boxes, one from "Airmail", and residential boxes have the same service as weekdays.

Large green boxes are called relay mailboxes. Carriers use those boxes and they are not for depositing mail.

Sunday and holiday service will be made to meet available transportation schedules.

VIII. MISCELLANEOUS INFORMATION

1. If a student is planning to move, even across town, he/she should notify the post office a few weeks in advance. In this way mail can be forwarded with no delay. The post offices now have cards known as "Change of Address Kits" available without charge to the public. These kits give all the information needed when moving.

2. Residents are responsible for dog bites and other injuries received by mail carriers. Students should keep pets leashed or confined. Also, in bad weather, residents should keep walks cleared of ice and snow.

3. Mail carriers are allowed to walk across lawns in some instances. This cuts down on the time it takes a carrier to deliver the mail. In the long run, it costs the people less money. It is usually left up to the home owner, whether or not he wants the carrier to cross his lawn.

4. If a customer is treated impolitely or has other complaints, the postmaster should be notified immediately. If the postmaster is not available, then the supervisor should be notified. In a polite calm manner, the student should explain the complaint.

The postal authorities will do everything possible to make right any wrongs. If the public does not let postal authorities know about problems, they cannot be corrected.

Telephone Services



I. USE OF TELEPHONE AND DIRECTORY

The adult learner should be thoroughly familiar with the correct usage of the telephone and telephone directory. In a person's everyday life, the telephone is a convenient and time saving aid. Typical uses include emergency purposes, job related reasons, or purely social intentions. Students can also save time and energy by correctly making use of the classified section of the directory.

Most people, by the time they reach adulthood, have had many experiences using the telephone; but not everyone is knowledgeable about the most effective use of the telephone directory.

Some of the information gathered here is based on suggestions given by the district manager of the United Telephone Company in Warren, Ohio.

Step 1 - MECHANICS OF THE TELEPHONE:

1. Familiarize the student with the telephone.
2. Caution student to always listen for the dial tone before attempting to place a call.
3. Emphasize the letter "O" and "I". The letter "O" is with MNO. The numeral "0" (Zero) is right after "9". Students should be careful to distinguish the letter "I" and numeral "1".
4. When dial reaches the finger rest, release it and let it go back into position by itself.

Step 2 - USING THE DIRECTORY AS A TEXTBOOK:

1. Beginning on the inside cover of phone directory, discuss where emergency numbers and service call numbers are located.
2. Discuss with students the different local exchanges, area codes, methods of placing calls, etc.
3. Familiarize students with the different types of calls, such as:

station-to-station
person-to-person
coin calls
collect calls
conference calls

credit card calls
overseas calls
WATS calls (Wide area telecommunication
service)
Third number billed calls

4. Point out the various times of the day when calls can be made at a discount rate. This information can be obtained from your local telephone office.

Step 3 - LONG DISTANCE CALLS:

1. Encourage direct distance dialing, since it usually is less expensive. (These can only be station-to-station).
2. All other long distance calls, such as person-to-person, collect, credit card, etc., can be reached by dialing "0". (zero).
3. Locate list of area codes in the front of the directory.
4. If a person is placing a long distance call, and a wrong number is reached, dial "Operator" immediately and explain. If this is done, the person will not be charged for the mistake.

Step 4 - CLASSIFIED SECTION:

1. The classified section helps to make things easier by grouping certain basic services --

USE OF TELEPHONE AND DIRECTORY

florists, dentists, gift shops, etc.

2. The classified section consists of two parts. First, there is the fast-finding index. These pages enable people to locate the service or product and then show the heading under which they can find where to buy. Second, the actual yellow pages, which lists businesses under proper classified headings.
3. Many companies and organizations are listed in both the white and yellow pages. Practice exercises could be given in this area -- have students locate services in both sections.
4. Inform students that lawyers are listed as attorneys; doctors, as physicians, etc. Here, the fast-finding index is especially helpful.
5. Students should become familiar with Social Service Organizations in their community. Example: Family Service Association, Scope, Cancer Society, Mobile Meals, Inc., etc.

Step 5 - GENERAL INFORMATION:

1. In Warren, the blue section in the center of the directory contains information on the city of Warren, provided by the Chamber of Commerce. It also gives a city map, and the directory of the postal zip codes.
2. Safety hints are scattered throughout the classified section. There are tips on fire prevention, water safety, defensive driving, and time and temperature. This may vary in other cities.
3. Write often used numbers in the back of the phone book for quick reference.
4. Upon receiving a new phone directory, check to see that your name and number appear correctly. If not, notify the phone company so the mistake can be corrected.
5. In Warren, phone bills can be paid at the telephone office, at the Union Savings and Trust Bank and all branch offices, or the Second National Bank and all branch offices.
6. If bills cannot be paid on time, or in full, notify the manager's office at once. If necessary, arrangements can be made for the customer to pay in part, or in installments. The phone company cannot help if they are not aware of a student's problem.
7. If there is a need for a telephone employee to visit your home, you may ask to see his identification card. That, plus the corporation vehicle he arrives in, is further proof of his identity.
8. Any service failure should be reported to the Repair Service as soon as possible.

Step 6 - GOVERNMENT OFFICES:

1. City, county, state and federal offices can be found in one location in the yellow pages under GOVERNMENT OFFICES.
2. City offices can also be found in the white pages under the heading, WARREN, CITY OF.

Step 7 - ANNOYANCE AND EMERGENCY CALLS:

1. If obscene or harassing calls are received, hang up. If threats are made, call the police at once. Notify the business office if obscene or harassing calls persist.

USE OF TELEPHONE AND DIRECTORY

2. If a person needs emergency assistance, dial "0" for operator. Tell her what kind of help is needed (police, fire department, etc.) where you are and who you are. She will see that the necessary steps are taken.

The following is a suggested form which the students can fill out and tape to their phone receiver. It would be wise to cover it with clear tape to protect it from damage.

Doctor _____ Hospital _____ Ambulance _____

Poison Control Center _____

Police _____ Fire Department _____ Rescue Squad _____

3. After placing the call, give to whomever you speak the following information:

- a. Tell them quickly what happened, and that it is an emergency.
- b. Give them the address and phone number where the emergency is.
- c. Tell them who you are (specifically your name and relationship).
- d. Tell them what (if any) first aid has been given.

II. TELEPHONE COURTESY

When a student uses the telephone the person on the receiving end of the line forms a mental impression of the caller. The teacher should impress upon the student the importance of good telephone habits. The following is a list of good telephone manners:

1. Talk directly into the mouthpiece.
2. Speak in a natural, pleasant voice. There is no need to shout.
3. Speak clearly and slowly.
4. Be friendly.
5. Offer to call back if it is an inconvenient time for the receiver of the call to stop for a chat.
6. Let the caller hang up first, unless there is an emergency.
7. Apologize if you get a wrong number.

Step 1 - THE TELEPHONE IN THE HOME

1. Answer with a friendly hello.
2. Encourage the callers to identify themselves as soon as possible. If you don't recognize the caller's voice, say so.
3. Don't let a salesperson take up your time just to be polite. If a person is not interested, say "Thank you, but I am not interested." If they persist, hang up.
4. If a person calls at an inconvenient time, say so and offer to call them back.
5. Don't let family members monopolize the phone. Set time limits if necessary.
6. If a person becomes annoyed by unidentified calls, let the police know.
7. Protect your family by not giving out a lot of unnecessary information about your plans.
8. Be on the alert for direct-dial long distance calls. If the student is making a long distance call, say so in the beginning.
9. If the student has a party line, certain rules apply. Many states now have laws which require a person to give up the line if a telephone is needed for an emergency. An emergency is considered to mean a situation in which property or life is in danger. If a person refuses to give up the line in a situation such as this, they may have to pay a fine.

Step 2 - LONG DISTANCE CALLS:

Students should be made aware that there are two kinds of long distance calls: person-to-person, and station-to-station. If a student wishes to speak to a certain person, it is best to make a person-to-person call. Charges begin only when the specific person is reached. If a person is willing to talk to anyone who answers, then call station-to-station. Charges begin when the phone is answered.

Rates are different depending on the type of call made.

Step 3 - TIPS ON LONG DISTANCE CALLS:

1. Know the area code of the number being called. Some area codes are listed in the front of the telephone directory. If not, ask the operator.
2. If making a person-to-person call, make it through the operator.
3. For station-to-station calls, a student should follow these steps:
 - a. Dial your access code, which connects the student with long distance. (example - 120 in Warren, Ohio)
 - b. Dial the area code.
 - c. Dial the seven digit number of the person to whom the call is being placed. (example - 120 - 415-393-0000). If you are making a call within your area code, that number does not have to be dialed.
 - d. If you get a busy signal or the phone goes unanswered, then hang up. Charges are only for completed calls.

TELEPHONE COURTESY

- e. If the student reaches a wrong number, dial "Operator" immediately. He/she will see that the mistake is not included on the monthly bill.

Step 4 - DIRECTORY ASSISTANCE CALLS

Recently, some telephone companies decided to begin charging for more than three directory assistance calls per month.

The reason stated for the new policy is that this service costs the phone companies millions of dollars per year and only an estimated 3 percent of their customers use it. In this way, the people who use the service more often would be paying the majority of the cost.



The Newspaper

THE NEWSPAPER

Step 1 - WHY USE THE NEWSPAPER

One of the early hurdles which had to be overcome in adult basic education was the lack of appropriate materials to be used with adults. "Dick and Jane" type material could be found for the low level reader, however the interest factor was obviously missing.

Innovative ABE teachers often turned to the local newspaper as a course of interest and informative reading which if carefully evaluated by the teacher, could be lent to most students abilities.

Most journalistic writing is in factual form with fairly common words and simple sentences. Descriptions and narrative are both widely used and should lead the ABE student to a readable understanding of the information being presented.

There are many reasons why the newspaper is an excellent community resource and should be used in the ABE classroom or center. In addition to being an excellent reinforcer of all school curriculums including the five areas of the GED test, the newspaper is the most easily accessible and vital source of current information from the local community to the world community. News, adds new blood to the learning process and doesn't stop when the ABE student's goal is reached. The newspaper will probably continue to be the main source of the students' reading for the rest of their lives.

Step 2 - INSIDE THE NEWSPAPER

The term News can wear many hats such as local, world, sports, business, human interest and many more. Depending on the interest and ability of the ABE student, the teacher may wish to choose certain sections of the newspaper as a teaching aid. For example, a student who is sports minded would rather work at word attack skills using the sports section than a current article concerning the middle east.

The daily index can be used to help the students find the section of the paper they enjoy most. Alphabetically listed, it is usually found near the bottom of page one.

The most important news of the day is also found on page one. Top, key stories concerning local and national affairs are started on page one and continued later in the paper. Headlines also help the reader by giving a brief summary for each story. It is not uncommon for people to read the newspaper by simply "skimming" the headlines for news that interests them.

Another page to be pointed out especially to the GED students is the Editorial Page. This one page is an expression of the paper's views and opinions. This page is usually more difficult for low level ABE readers to comprehend.

For enjoyment of reading alone, the feature page offers a wealth of interesting and for the most part entertaining features written by expert syndicated columnists. The Sunday paper with additions and inserts contains much of this kind of information also.

The remainder of the paper is usually directed to local everyday activities, advertising, comics and individual interests.

Included in these categories would be the following, briefly described.

Legal News

law suits
divorces

marriage licenses
property transfers

births
deaths

permits for building

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Business news
recent events
background information
personal finance
advisory investments
stocks and commodity exchange reports

Obituaries

Womens News
feature articles
child care
beauty tips
fashions
cooking tips
pattern fashions
sewing & knitting
human interest news

Weather

Hobbies & Leisure Time
crafts
gardening
suggestions & tips

Real Estate
feature articles
homes and apartments for rent or sale

Society news
wedding & engagement announcements
birth announcements
social events
clubs & organizations

Human Interest Stories

Sports
sports news in general
background & feature articles
team standings
racing entries and results

Classified
help wanted
work wanted
want to buy
want to sell
homes & apartments for sale or rent

Theater
arts
movies
radio
T. V.
advertisements
schedules & reviews

Comics

Step 3 - USE OF THE NEWSPAPER IN THE CLASSROOM:

It is suggested that ABE students become familiar with all of the above areas of the newspaper, even though they may only be interested in several sections. It should be noted that newspapers are easily obtainable even if students have to go to the public library.

There are many excellent books out on the market which describe newspapers and give suggestions as to how they can be used in the classroom. The following are reasons and examples as to why and how certain classroom subjects can be taught or reinforced through the use of the newspaper.

1. History - Many of the daily occurrences which affect and possibly alter our lives, affected the lives of early Americans. Better understanding of politics, the struggle of new nations, the current local and world affairs are some of the topics covered in newspapers which can help to bring any history textbook up to date.
2. Science - Of all the disciplines in school, the one most subject to change and update is science. The newspaper is the first place a student can read about such changes, discoveries, inventions, etc. Weather, garden news, insect control, speed and endurance records, medical achievements, energy conservation, new heating methods, the space program, safety, and the achievements of men around the world are just some of the typical scientific information reported in the newspaper.
3. Math - The newspaper is probably the most useful tool the ABE teacher can use for

THE NEWSPAPER

functional math skills. Other than a specific math book which often uses problems ABE students may find hard to relate to, the consumer sections of the newspaper is the best source for math exercises.

Computation of averages, such as baseball, and weather, the comparison of product prices, the recording and plotting of graphs concerning stocks, weather, temperatures and inflationary prices are all good math exercises.

4. Writing, English Expression and Vocabulary - Simple exercises such as writing captions or stories to accompany newspaper pictures, followup stories to feature articles, arrangement of lists or names alphabetically, underlining of nouns, verbs or other parts of speech, recording of unfamiliar words and phrases, replacing of words with synonyms, etc. are all beneficial activities which can be derived from the newspaper.

Other areas of classroom curriculum can be explored through the newspaper. The motivation, plans and concepts lie with the classroom teacher or aide. As mentioned earlier, the interest and diversity is there, the cultivation of such will be correlated to the direction given in the ABE center.

All five APL books in Project REAL describe ways in which the newspaper can be of service to ABE students, therefore we feel that ABE teachers should take advantage of this teaching aid and integrate it into their existing curriculum.

Cooperative Extension Service



COOPERATIVE EXTENSION SERVICE

The cooperative extension services are available to every county in Ohio, and can be of great use to many of the rural ABE students.

This service is actually an off campus branch of the Ohio State University's Colleges of Home Economics, Agriculture and Natural Resources. These services are made possible by the cooperative effort of Ohio State University, the United States Department of Agriculture, and the County Commissioners. The government and state of Ohio provide matching funds to support this work. Office expenses of these Agents must be paid by each county.

ABE students in all Ohio counties have available to them specialists in all areas of Agriculture, Natural Resources, Home Economics and 4-H Youth. These services are available to all residents of Ohio without regard to race, color, sex, or national origin.

It is the duty of the County Agent to inspect and study Agricultural conditions in his county. He also distributes literature concerning Agriculture. In Trumbull County this is carried out by assisting dairymen and other county farmers who produce cattle and grain. Schools are conducted through the year on subjects such as disease prevention and crop production. The farmer is also helped by seminars on money management, farm records, and farm tax.

It should be noted by the ABE teacher that the County Agent keeps residents informed through mass media, newsletters, news columns, bulletins, and personal visits and demonstrations.

The 4-H youth program of the Cooperative Extension Service is available to all youths 9 to 19 years of age. These young people are under the guidance of volunteer adult advisors, junior leaders, and Extension Staff. Projects of 4-H provide experience for learning through doing, leadership development, and self-improvement.

ABE students can also take advantage of programs which are presented to assist the homeowner. These subjects include landscaping, vegetable gardening, house plants, and rose gardening. Special programs are also provided for schools.

Home Economics programs are made available to various audiences in the county. There are also leader training lessons for traditional homemakers groups. Subject matter may include lessons on energy saving appliances, freezing foods, simple home repairs, credit and budgeting.

The agents for Home Economics work with low-income families to provide them with a good nutrition program. They learn about health, food buying, and storing practices. There are also classes on canning procedures, clothing, textiles, child development, equipment, home management and consumer education.

The County Extension tries to meet the needs of all residents of the county. It aims to reach people in all stages of the life cycle regardless of age, place of residence, or economic level. Therefore, the ABE teacher may wish to investigate the Cooperative Extension Service as a possible resource.

***Reference Books, Directories,
and Indexes***



REFERENCE BOOKS, DIRECTORIES, AND INDEXES

Knowing how to correctly use reference books, directories and indexes, can prove invaluable to ABE students.

Introduction to the news, and review of the more common ones, should only take a small amount of time. This time and effort, however, may prove to make ABE students self-reliant when seeking information.

This material can easily be tied into the use of the public library. Much of the public library usefulness revolves around the students' capabilities in using reference books, directories and indexes.

Once the students have successfully used some of these books, their proficiency and willingness to continue on their own should prove quite rewarding.

The following is a brief alphabetical listing and description concerning some of the more common reference books, indexes or directories.

Step 1 - ALMANAC:

An almanac is printed yearly. It is valued for its information associated with calendar dates and gives facts on past years. An almanac will have a wide range of subjects. These subjects would be found listed in the index of the almanac. Many of the facts, figures and data will prove stimulating and interesting to ABE students.

Step 2 - APPENDIX:

An appendix, usually found at the end of a book, may contain lists of important people, dates, facts, places, or other supplementary material. These will be listed alphabetically and will begin with capital letters. Not all books will have these kinds of lists.

Step 3 - ATLAS:

An atlas is a reference book made up of maps. It may have short descriptions, charts, graphs, etc. that often give the reader information on such things as population, temperature, rainfall, winds, and highways.

Step 4 - CITY DIRECTORY:

In a city directory, factual and statistical information can be found concerning a particular city. Population, area, churches, schools, history, government, and industries are usually well described.

There are lists of names and addresses of United States Government, State, County, and City offices.

A city directory helps people to find others. It also identifies who is living in a particular house. It is organized in three different ways.

1. Each street or avenue is listed alphabetically and each house is listed numerically. Behind the house number is the resident's name and phone number.

Example: Paradise Lane

(East side)

100 Smith, John E. 396-7700

(west side)

105 McAllister, Mrs. M.

REFERENCES BOOKS, DIRECTORIES AND INDEXES

2. In the second part of a city directory, the names of residents and businesses are listed alphabetically. The following information on each is given: occupation of the resident, address, the person or persons in charge of each business, phone number of each business.

Explanations of examples are in brackets.

Example: Acme Market
(A. J. Brown) grocery
162 E. State St. phone - 366-7123

Adams James (Helen) wks. Gen. Electric h. 1086 Ward St.
(wife) (place works) (address)

Adams Stevan student h. 1986 Ward St.
(home)

Adams Wilda (wid Seth) h. 296 Peach Ave.
(wid means widow + husband's name)

3. There is a numerical listing of phone numbers.

Example: 366 (Exchange)
0214 Smith, A. J.
0215 DiLaro, Anthony

Step 5 - CONTENTS:

At the beginning of most books is found the table of contents. The contents of a book is listed in the order in which they appear. Page numbers are usually given.

Step 6 - DICTIONARY:

A dictionary is a book of words, listed alphabetically, that gives much information about a word.

The top of each page usually has two words called guidewords. They are the first and last word found on that page.

For spelling help, the word is printed in syllables and is followed by the way it is pronounced. Each dictionary will have a pronunciation guide.

Example: broth'er (bruth'er) n.

Notice that the word is followed by the part of speech.

A list of abbreviations follows.

n.	<u>noun</u>	adj.	<u>adjective</u>
pron.	<u>pronoun</u>	prep.	<u>preposition</u>
v.	<u>verb</u>	conj.	<u>conjunction</u>
adv.	<u>adverb</u>	inter.	<u>interjection</u>

Many times a word will be used in a sample phrase or sentence.

REFERENCE BOOKS, DIRECTORIES AND INDEXES

Some dictionaries will give the foreign language from which the word is derived.

Example: botany Greek botane plant

Step 7 - ENCYCLOPEDIA:

This type of reference book has information on many subjects. It is usually printed in several volumes. The main subjects are in alphabetical order. At the end of each article about a particular subject will be a list of related subjects found in other volumes in the same set of encyclopedias. Each set will have an index. The index lists the volume and page numbers when information on each subject can be found.

Step 8 - TELEPHONE DIRECTORY: *** See Use of Telephone and Directory

Step 9 - READER'S GUIDE TO PERIODICAL LITERATURE:

This set of books, found in the library, will help a person locate printed material in more than 100 magazines. It is an index to articles according to subject matter and author. The ABE teacher or aide may want to demonstrate this useful resource.

Step 10 - THESAURUS:

This book is designed to help the writer or speaker use words to their best advantage. The user looks up an "idea" in the index. The words are in alphabetical order. The user then finds the closest synonym, turns to the numbered section and finds many synonyms and associated words.

Writing Letters and Notes



WRITING LETTERS AND NOTES

In order to make full use of Community Resources, there are certain performance tasks which need to be mastered by the adult basic education student. One such task is the writing of letters and notes. It is often necessary to communicate in written form and thus the skill of expressing oneself clearly can prove very valuable.

Much information, literature, services and opportunity can be obtained through proper written communication.

The following formal and informal ways of writing should be clearly understood by ABE students, as impressions are often given and formed by the way one writes.

Step 1 - BUSINESS LETTERS (FORMAL)

A business letter should be written with great care. The receiver will gain a good impression of the sender if the letter is neat and in good form. Remember, a business letter is written for a purpose, and often to get results.

The appearance of the letter should follow set rules.

The writer should:

1. use plain white paper - regular size.
2. write on only one side.
3. type, if possible.
4. leave margins on all four sides.
5. fold the letter in thirds.
6. mail the letter in a business envelope.

PARTS OF A BUSINESS LETTER

ADDRESS OF SENDER	497 York Street Middletown, Ohio 44304 October 3, 1976
DATE	
ADDRESS OF BUSINESS	Ships' Store 1022 State Street Chicago, Illinois 60666
SALUTATION	Gentlemen:
BODY	Please send me a copy of your 1977 catalog and include your shipping cost. Thank you.
CLOSING	Sincerely,
ACTUAL SIGNATURE	<i>John Smith</i>
SIGNATURE	John Smith

It should be pointed out that business letters may be written in various forms. Some examples are: block, modified block, indented, open punctuation, mixed punctuation and AMS simplified.

Business letters are written in more formal language than personal letters. Slang should be

WRITING LETTERS AND NOTES

avoided. The letter should be short, but all questions the writer wants answered should be clearly stated.

Reasons for writing formal letters vary. Here are some examples:

1. Requests for information.
2. Mail orders.
3. Letters of complaint.
4. Letters to Congressmen, President, etc.
5. Requests for copies of personal records.
6. Job applications.
7. Entrance into college or university.

Common Business Salutations

1. Dear Sir:
2. Dear Sirs:
3. Dear Madam:
4. Gentlemen:
5. Ladies:
6. Dear Mr. Jones:
7. Dear Mr. Garcia:

Common Business Closings

1. Sincerely,
2. Sincerely yours,
3. Yours truly,
4. Yours very truly,

Step 2 - PERSONAL LETTERS (Informal)

Informal letters are usually personal. They can be written on any kind of stationery. The vocabulary is often like spoken language.

A personal letter has four main parts:

1. The writer's address and date.
2. A greeting.
3. The body of the letter.
4. A closing and signature.

PARTS OF A PERSONAL LETTER

SENDER'S ADDRESS	497 York Street Middletown, Ohio 44304 October 5, 1976
DATE	
GREETING	Dear John,
BODY	We plan to be in Columbus on Friday, October 15. Do you think Sara and you could go out to dinner on Friday night? Let us know as soon as you can.
CLOSING	Sincerely,
SIGNATURE	<i>Bill</i>

WRITING LETTERS AND NOTES

Common Personal Greetings

- | | |
|-----------------|---------------------------------|
| 1. Dear John, | 4. Anne, |
| 2. Dearest Sue, | 5. Hello, John, Bill, and Greg, |
| 3. Hi, | |

Common Personal Closings

- | | |
|-----------------|-----------------|
| 1. Sincerely, | 5. Regards, |
| 2. Love, | 6. Write Soon, |
| 3. Fondly, | 7. Yours truly, |
| 4. Best wishes, | 8. Cordially, |

Step 3 - INVITATIONS

When invitations are written or information filled in on cards bought at the store, the following should be mentioned:

1. Who sent the invitation.
2. What the invitation is for.
3. When the party will be.
4. Where the party will be.

R.S.V.P. means please respond or answer. They are from French words meaning "respond, if you please." An R.S.V.P. requires an answer.

Black tie - means the affair is a tuxedo, evening clothes affair.

Semi-formal - means the man may wear a suit, but the ladies should wear evening clothes.

Step 4 - REGRETS

If a party cannot be attended, the polite thing to do is send a note of regret; especially, if the invitation has an R.S.V.P.

October 5, 1976

John and I will be unable to
attend your party on October 30, 1976.
We will be away for the weekend. We
know you will have a good time.

Regretfully,

Mary Beth

Step 5 - THANK-YOU NOTES

Thank-you notes can be sent in the form of a letter or a special thank-you card that can be bought in the store. If the thank-you note is for a gift, the gift should be mentioned.

WRITING LETTERS AND NOTES

497 York Street Middletown, Ohio October 5, 1976 Dear Grandma, Thank you for the scarf you sent me for my birthday. It is special to me because you made it yourself. Love, <i>Mary</i>

Step 6 - SYMPATHY CARDS OR NOTES

When someone suffers a loss or a member of the family dies, a note of sympathy or a card might be appreciated. If a formal card from the store is used, it is proper to add a few personal words to the card.

Step 7 - PERMISSION SLIPS

A child may need a permission slip to attend a school function. Permission slips should include: the child's name, description of the school function and date, the date the note is written, and a signature.

"John has my permission to go"

Step 8 - EXCUSES

Often it is necessary to write an excuse for absences of school children. Such excuses should include: the child's name, the day or days absent, the reason, the date the note is written, and a signature.

10-5-76 John was absent from school on Monday, October 4, 1976, because he had a cold. <i>Mrs. Robert Jones</i>
--

Step 9 - ADDRESSING AN ENVELOPE

The sender should be sure the envelope is addressed correctly, and he/she should be sure there is a return address on the envelope. This is important in case there is a need to return the letter to the sender for additional postage or because it cannot be delivered to the addressee. The post office will not send it to the address unless there is enough postage on the letter.

WRITING LETTERS AND NOTES

Mary Smith
497 York Street
Middletown, Ohio 44304

STAMP

Mrs. James Brown
3480 State Street
Columbus, Ohio 43215

NOTE: The ZIP code numbers are important. The letters with ZIP numbers will be received much more quickly than those without a ZIP code.

Community Assistance



Warren-Trumbull Area COMMUNITY SERVICES DIRECTORY

Office of Assistance Programs
Warren City Schools
Warren, Ohio

COMMUNITY ASSISTANCE

Step 1 - DEVELOPING A COMMUNITY SERVICES DIRECTORY:

From time to time, Adult Basic Education students may find it necessary to seek assistance from local community agencies and services. It would be of extreme value to have a community services directory which would not only list various community agencies, but would through a brief description, acquaint students with the principal services rendered.

If a community does not have a services directory, the ABE teacher and class may want to organize one to be used in their particular center.

A directory should include the name of the agency, address, phone number, Directors or officers in charge, services rendered, fees, hours open for business and financial support.

The following are examples of entries in the Warren-Trumbull Community Services Directory. The hours, phone, address, etc., have been omitted as they would only be valid for the Warren area.

Adult Basic Education, Warren City Schools	Humane Society, Trumbull County
Adult Night School of Warren	Interfaith Center
Adult Probation Department, Trumbull County	Jaycees, Warren Area
Alcoholism, Trumbull County Council of	Juvenile Department, Domestic Relations
Assistance Programs, Warren City Schools	Court
Blind & Disabled, Youngstown Society for	Juvenile Detention Center
Board of Elections, Trumbull County	Juvenile Justice Center
Boy Scouts of America, Western Reserve Council	Kent State University, Trumbull Campus
Business School, Trumbull	Learning Disabilities, Association for
Cancer Society Inc., Trumbull County Unit	Children with
Catholic Social Services of Trumbull County Inc.	Legal Aide Society
Chamber of Commerce, Warren Area	Lions Club
Children's Rehabilitation Center	Manpower Planning (CETA) Trumbull Co.
Children's Services Board of Trumbull County	March of Dimes, Western Reserve Chap.
Community Hospital of Warren	Medical Society, Trumbull County
Community Service Agency, Warren-Trumbull	Mental Health Center, Trumbull County
Consumer Complaints	Mobile Meals Inc.
Contact Inc.	Molden Day Care Center
Court of Common Pleas, Probation Division	Multiple Sclerosis Society (TRU-MAH-
Crippled Children & Adults (Easter Seal Society)	COL)
Cystic Fibrosis, Trumbull County Chapter	Municipal Court, Warren
Day Care/Head Start Program	Muscular Dystrophy Association,
Elderly Affairs, Trumbull County Office of	Trumbull County
Employment Service, Ohio Bureau of (Warren)	Open Door Rescue Mission
Fairhaven Program for Mentally Retarded	Osteopathic Medicine, Academy of
Family Service Association	Planned Parenthood
Fire Department - City of Warren	Police Department - City of Warren
Florence Crittenton Home	Potential Development Program
Girls Scouts of America - Lake to River Council	Pupil Personnel Services, Warren City
Goodwill Industries Rehabilitation Center	Schools
Health Department - City of Warren	Rebecca Williams Community House
Hearing Impaired - Warren City Schools	Red Cross, Trumbull County Chapter
Heart Association, Eastern Ohio Chapter,	Retarded Children, Trumbull County
Trumbull County Branch	Council for
Hillside Hospital	St. Joseph Riverside Hospital
Homebound Library Services, Trumbull Co.	Salvation Army
Housing Authority, Warren Metropolitan	SCOPE Inc., Senior Citizens Center

COMMUNITY ASSISTANCE

Second Baptist Pre-School
Sheriff, Trumbull County
Social Security Administration
Soldiers Relief Commission
Trumbull Memorial Hospital (T.M.H.)
T.M.H. - Outpatient Clinic
T.M.H. - Social Services Department
Tuberculosis & Health Association,
Trumbull County Chapter
United Way of Trumbull County
Urban League, Warren

V. A. Hospital and Social Work Service
Veteran's Service Office
Visiting Nurse Association of Warren
Vocational Rehabilitation, Bureau of
Warren Day School
Warren General Hospital
Welfare Department, Trumbull County
Woodside Receiving Hospital
YMCA of Warren
YWCA of Warren

If the decision is made to undertake a project of working with community services, the ABE teachers and staff should try to accomplish several objectives.

To begin with, students would need to have a good understanding of what the agency does as far as types of services are concerned including the purposes of the agency and how the students can attain these services. Students will have to acquire an understanding of how, where and when to apply for these services.

One of the best ways to accomplish these objectives is to call upon resource people representing the various agencies. Community assistance programs are normally accustomed to speaking about their particular service.

Step 2 - HOTLINES AND CONTACT NUMBERS:

Many communities and most large cities have "hot lines" or "contact" numbers where people in distress or urgent need of help and information can turn. These numbers should be researched by the ABE teachers and staff, printed and made readily available to all ABE centers and individual students.

In addition to local agencies, services and "hot line, contact numbers", ABE staff may find useful a list of toll free numbers for obtaining information from state and government agencies.

These numbers are correct as of February 1, 1977, however periodic updating may be advisable.

Agriculture Hotline	800-282-1955	Consumer Protection Hotline	800-282-1960
Air Ambulance Service		East of Rockies	
Air Medic	800-423-2667	Abortion Assistance Association	800-523-5101
Cancer Information		Environmental Protection Hotline	800-282-0270
Continental U.S.A.	800-462-1884	Federal Information Center in Cleveland	(216) 522-4040*
Consumer Complaints Hotline	800-282-1960	Governor's Office	(614) 466-3555*
Consumer League of Ohio	(216) 621-1175*	Infohio (festivals and leisure time activities)	800-282-0250
Consumer Products Safety Commission			
Continental U.S.A.	800-638-2666		

COMMUNITY ASSISTANCE

Insurance Hotline 800-282-7623

Kentucky State
Dept. of Parks
Ohio phone number 800-626-2911

Legislative Infor-
mation Hotline
(Individual Answers) 800-282-0253

Moving
All American Transport
Ohio Only 800-362-2268

National Community
Hot Line
Continental U.S. A. 800-523-1885

Ohio Lawyer Referral
Service 800-282-0198

Ohio N. IRS 800-362-9050
Ohio S. IRS 800-582-1700

Operation Venus (VD)
9:00 a.m. - 9:00 p.m. 800-523-1885

Peace Corps
Continental U.S. A. 800-424-8580

Peace of Mind
Continental U.S. A. 800-231-6946

Public Utilities
Commission 800-282-0198

Railroad
Amtrak Ohio 800-532-5731

Run Away Kids
Continental U.S. A. 800-621-4000

State Information (614) 466-2000*

Television Service
Association (Consumer) (216) 788-7063*

Turn in a Pusher 800-221-6446

Vocational & Technical
Information 800-282-0377

Weight Watchers
Ohio 800-362-2620

*Indicates toll numbers

GLOSSARY OF TERMS

- ACADEMIC** - relating to school studies or subjects which are liberal rather than vocational.
- ACCESS CODE** - number, when dialed connects the dialer with a long distance line; in Warren (120).
- ACQUAINTED** - informed; familiar with something or someone.
- AGRICULTURE** - farming, the raising of crops or animals for a business.
- AIRLIFT** - the movement of regular first-class mail by air, on certified carriers.
- ALIEN** - owing political allegiance to another country or government.
- ALMANAC** - an annual publication composed of various lists, charts, and tables of useful information in many unrelated fields.
- ANNOYANCE** - something that annoys, a nuisance; irritation; vexation.
- APPENDIX** - a collection of supplementary information at the end of a book.
- AREA CODE** - the division of the U.S. and Canada into more than 100 telephone areas. Each area has a 3 digit code which helps to make direct distance dialing possible.
- ATLAS** - a collection of maps and charts.
- AUTHORIZATION** - permission; legal power to act.
- BENEFITS** - anything that is good for a person, such as a payment given by a company.
- BULK MAIL** - nonpreferential second, third, and fourth class mail.
- CAPABILITIES** - having the capacity to perform mental or physical abilities.
- CAPTION** - a short explanation accompanying an illustration or photograph.
- CARD CATALOGUE** - Library Service; the listing of books in a library with a separate card for each. Most libraries will have 3 types of cards; subject, title, and author.
- CERTIFIED MAIL** - a service which provides for a receipt to the sender and a record of delivery at the place of address.
- CHAUFFEUR** - one employed to drive private automobiles.
- CIRCULATION** - the distribution of printed material, especially copies of newspapers and magazines among readers.
- CLASSIFIED** - section of telephone directory or newspaper where business is advertised and categorized.
- C.O.D. MAIL** - a service whereby postal customers after paying a special fee may mail an article for which they have not been paid and have the price and cost of postage collected from the addressee upon delivery.
- COIN CALLS** - calls made from telephone booths.
- COLLECTION BOX** - street letter boxes for depositing of mail.
- COLUMNIST** - a writer of a newspaper column.
- COMMUNICATION** - the exchange of thoughts, messages, or the like as by speech, signals or writing.
- COMPULSORY** - required, obligatory in nature.
- CONFERENCE CALLS** - the talking of several people from different places at the same time over the phone.
- CONVENIENT** - easy to reach.
- COURTEOUS** - considerate toward others.
- DEAD LETTER** - a letter deposited in the mail which is or becomes undeliverable, or it is unmailable and cannot be returned to the sender.
- DEPENDENTS** - members of a person's family, including wives, children or dependent parents.
- DIAL TONE** - low, steady tone in a telephone receiver that indicates that a telephone number can be dialed.
- DIRECTORY** - a book listing names, addresses and other data about a specific group of persons.

GLOSSARY OF TERMS

DISABLED - to be injured or crippled, unable to work.

DISTINGUISH - to recognize as being different.

DOCUMENTS - a written or printed paper; an official or legal form which can be used to furnish evidence or information.

EDITORIAL - an article in the newspaper expressing the opinion of its editors or publishers.

ELIGIBLE - to be chosen or worthy of something.

EXCUSE - to give permission to leave; dismiss or release.

EXPRESS MAIL - a speedy, personal mail service with five options to meet customer needs.

FAMILIARIZE - to make generally known; to make oneself acquainted with something or someone.

FAST BUSY - this condition exists when a customer dials and encounters all trunks busy.

FIRST-CLASS MAIL - letters, cards, all matter in writing, all sealed or otherwise closed against inspection.

FORFEITS - to surrender or be forced to surrender.

GESTURE - any act of expression especially a sign of expression or good intentions.

IMMIGRATION - entrance of a settler or settlers from a foreign country.

INCONVENIENT - not convenient; difficult or awkward to perform.

INDEX - anything that serves to guide, point out or otherwise facilitate reference; an alphabetical listing of names.

INFLATION - an abnormal increase in available currency and credit beyond the proportion of available goods, resulting in a sharp and continuing rise in price levels.

INSURANCE - a contract, coverage by a company against illness, fire, death, etc.

INSURED MAIL - a service whereby customers, after paying a fee, obtain payment for loss of rifling of, or damage to mail.

JOURNALISTIC WRITING - style of writing, characteristic of newspapers and magazines consisting of the direct presentation of facts.

LETTER CARRIER - an employee who delivers and collects mail on foot or by vehicle under varying conditions in a prescribed area.

LIBRARIAN - one trained in library science.

MAGNITUDE - greatness in size or extent.

MAIDEN NAME - a woman's last name before she marries for the first time.

MAILGRAM - a low cost written message transmitted electronically by Western Union and delivered by the USPS.

MEDICAID - a program jointly funded by the states and federal government that provides medical aid for people who fall below a certain income level.

MEDICARE - a program under the Social Security Administration that provides medical care for the aged.

MICROFILM - a film upon which documents are photographed greatly reduced in size.

MONOPOLIZE - to dominate by excluding others.

NARRATIVE - a story of description of actual or fictional events as they happened.

NATURALIZATION - to grant full citizenship to one of foreign birth.

NUMERICAL - of or pertaining to a number or series of numbers.

OBITUARIES - notices of deaths usually with a brief biography of the deceased.

PARTY LINE - a telephone circuit having more than one subscriber on the exchange; telephone privileges must be shared.

PERFORMANCE - the way in which someone or something functions; the act or style of performing before an audience.

GLOSSARY OF TERMS

PERIODICAL - publication issued at regular intervals of more than one day.

POLITE - correct manners.

POST OFFICE BOX - rented box for public use to receive delivery of mail in post office lobby or other authorized places with key or combination lock.

PREMIUM - the amount paid to the insurance company by the insured person under the contract.

PRONUNCIATION - the act or manner of articulating speech.

REFERENCE - one to whom another may refer for a recommendation when seeking employment.

REGISTRATION - a registering as of voters or students.

REGRET - to feel sorry, disappointed or distressed.

RELUCTANT - unwilling; averse; to offer resistance.

RESIDENT - one who makes his home in a particular place.

RETIRE - to stop working in the business world. Stop earning.

R.S.V.P. - (repondez s'il vous plait) please reply.

SALUTATION - a polite expression of greeting or good will, the word or phrase of greeting as Dear Sir in a letter.

SECOND-CLASS MAIL - all newspapers, magazines, and other periodicals issued at stated intervals.

SELF-SERVICE POSTAL CENTER - an unmanned postal facility providing postal financing and mailing services through the use of customer operated equipment.

SEMINAR - a meeting for an exchange of ideas in some area; conference.

SLANG - the nonstandard vocabulary of a culture or subculture; street talk.

SLOW BUSY - When the dialed number is in use.

SOCIAL SECURITY - a kind of insurance.

SOCIO-ECONOMIC - both social and economic.

SUSPENSION - the act of being barred for a period from a privilege.

SYMPATHY - the act or capacity for sharing or understanding the feelings of another person.

SYNDICATE - an agency that sells articles for publication in a number of newspapers or magazines.

SYNONYM - equivalence of meaning; a word or expression accepted as a substitute for another.

THIRD-CLASS MAIL - usually circulars, printed matter, pamphlets and merchandise weighing less than 16 ozs.

TUXEDO - a man's outfit often called "dinner jacket" usually worn for formal or semi-formal occasions.

UNDERESTIMATE - to estimate too low the quantity, degree or worth of.

VARIETY - assortment; lack of monotony.

WAGES - the money a person earns by working.

WIDOW - a woman whose husband has died.

WIDOWER - a man whose wife has died.

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525 West 120th Street
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E. Petersburg, Pa. 17520

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Student Activity Book

COMMUNITY RESOURCES



ADULT BASIC EDUCATION
WARREN CITY SCHOOLS
WARREN, OHIO

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Community Resources

Student Activity Book

ADULT BASIC EDUCATION

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INTRODUCTION AND SUGGESTED USE

Project REAL - Relevant Education for Adult Learners - is the out-growth of a concern expressed by the Adult Basic Education staff of Warren, Ohio, relating to the need for competency-based materials to assist adults in developing skills for everyday living.

Through a grant by the State of Ohio from the Adult Education Act, Section 309c, a demonstration project was funded for the purpose of developing instructional materials to help disadvantaged adults function independently and cope with the needs of our society.

One major objective was to ascertain the priorities for development through a needs assessment of our local community. A local advisory committee was organized, composed of members of industry, community agencies and ABE staff and students.

Based upon the input of this committee, a project team composed of teachers and aides developed teacher guidebooks and student Activity books in the five Adult Performance Level (APL) areas.

This student Activity book will provide exercises to develop adult competency education in the area of occupational knowledge. The lifelike situations and activities are geared toward adults with minimal reading skills.

Further, exercises may be found within the content of books listed on the scope and sequence materials grid at the back of each of the corresponding Project REAL Teacher guidebooks.

Suggested usage of new vocabulary includes:

- (1) the use of a dictionary or the glossary of terms found at the back of this Activity book.
- (2) the writing of sentences or short personal experiences on the part of students.
- (3) oral expression of the newly acquainted words and terms.

We urge the "drawing out" of students expressions and feelings through informal small group discussions, debates or other sharing methods, focusing in on coping skill situations. We also encourage local ABE staff members to integrate materials and ideas contained within this Activity book with community activities, resource people and real life demonstrations that will allow adults to function effectively.

COMMUNITY RESOURCES STUDENT ACTIVITY BOOK

USING THE LIBRARY	1
SOCIAL SECURITY	5
POSTAL SERVICES	9
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THE NEWSPAPER	17
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USING THE LIBRARY

VOCABULARY

author

bookmobile

borrow

investment

librarian

microfilm

periodicals

reference

solar

title



For a long time now Jacob has been thinking about making a few home improvements.

Because of the long, hard winter, Jacob's gas bills had more than doubled; therefore, high on his list of improvements was installing a solar heating unit. He knew it would be expensive, but he felt that over the years he would actually save money by not heating with gas or electricity.

Solar heating was very new, at this time, in Jacob's city. Not too many people really knew anything about it, including Jacob. For this reason, he felt he would like to get some reading material on the subject before making any expensive investments. He did not want to spend a lot of money on books and magazines, so the best place Jacob thought he could go for help was the public library in his town.

It had been years since Jacob had used the library. He was surprised to see all the people who were there borrowing books, looking at microfilm, listening to records, using the copying machine, studying, and just reading for pleasure.

There was a sign telling borrowers where to get a library card. Jacob seated himself at a desk where a librarian, Mrs. Walters, had him fill out an information card. She told him he could take out three books that evening and to stop back in a week to pick up his card. Mrs. Walters also explained that the library card is important and should not be loaned to a friend or family member.

Jacob asked Mrs. Walters about finding information on solar heating. She referred him to the two card catalogs where books are listed by subject or by author. She also told him to look in the periodical section because solar heating was a current topic, and she was sure some information could be found in their science magazines. One thing more, if you still don't find what you want, we can request other libraries to help us locate the material.

USING THE LIBRARY

Jacob reached the periodical section where he found another librarian who was most helpful. His name was Mr. Latimer and he was very familiar with all the latest periodicals dealing with solar heating.

Also, in this area Jacob found chairs and desks where he could read and take notes. He settled down and spent the rest of the afternoon in the library.

When he was ready to leave he checked-out three books that he had found in the stacks. Jacob was pleased with the material he borrowed from the library. He found the people working there friendly and helpful. He intended to go back often.

ACTIVITIES

- I. Knowing alphabetical order is very important when using the library card catalog. Place these words in alphabetical order.

borrow	desk	records	public
stacks	copy	film	card
newspaper	study	headphones	fine
librarian	fiction	magazines	misplace
1. _____	9. _____		
2. _____	10. _____		
3. _____	11. _____		
4. _____	12. _____		
5. _____	13. _____		
6. _____	14. _____		
7. _____	15. _____		
8. _____	16. _____		

- II. Mark T for true and F for false.

- ___ 1. All libraries in the state of Ohio are required by law to serve any resident.
- ___ 2. A librarian must read book reviews and shouldn't be disturbed.
- ___ 3. Being as quiet as possible is part of good library manners.
- ___ 4. If your library doesn't have the material you need there is nothing else they can do for you.
- ___ 5. If your library borrows materials from other libraries for you, you will have to pay a postage fee.
- ___ 6. All books can be borrowed for the same number of days.

USING THE LIBRARY

- ___ 7. Borrowing from the library is free.
- ___ 8. Always ask when a book is due and must be returned.
- ___ 9. Movies are often based on best sellers which can be found and borrowed at the library.

III. Select the statement from list B that completes the statement in list A.

- | | |
|--------------------------|------------------------------------|
| ___ There is a fine | a. if you misplaced a book. |
| ___ Project Outreach | b. held in the Childrens' library. |
| ___ Most books can | c. you'll have to pay for it. |
| ___ If you lose a book | d. brings books to shut-ins. |
| ___ Story hours are | e. for returning books late. |
| ___ Let the library know | f. is a library on wheels. |
| ___ A bookmobile | g. be borrowed for 28 days. |

IV. Complete these sentences with a word from the list.

- | | | |
|-------------|-----------|---------|
| fines | residents | public |
| bookmobiles | volumes | borrows |

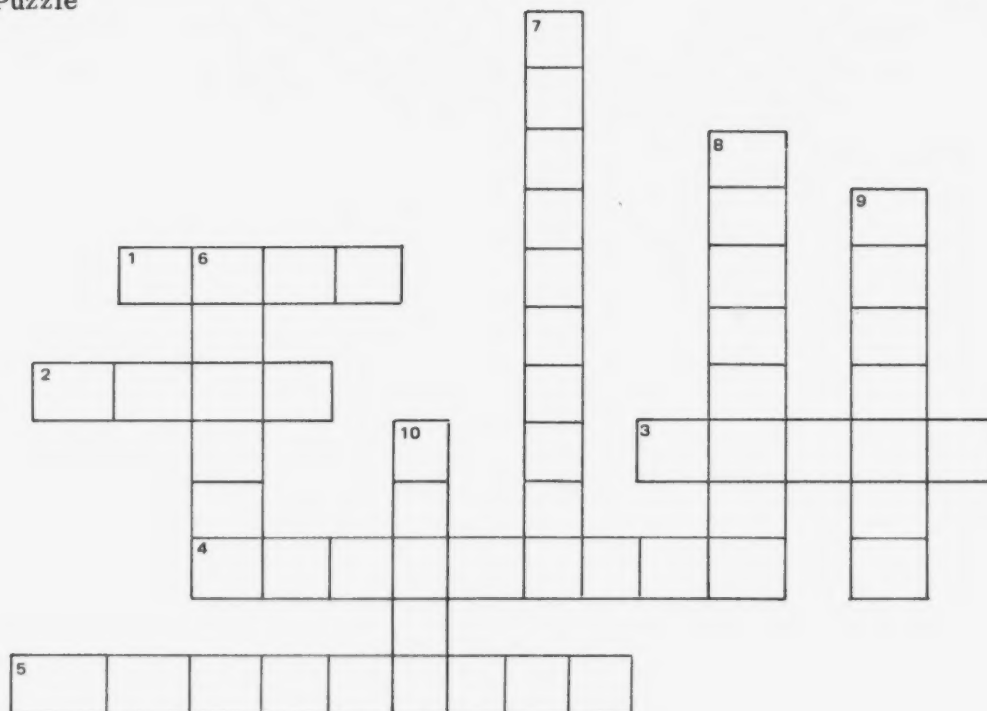
1. Most Ohio _____ are within 15 or 20 minutes of a public library.
2. Ohio has 249 _____ libraries and 380 branches.
3. Ohio has 85 _____.
4. Ohio libraries contain 27.6 million _____ available for free use.
5. The average Ohioan _____ 6 books per year.

V. List five books you have heard about and thought you might like to read. Go to the library and borrow at least two of them.

1. _____
2. _____
3. _____
4. _____
5. _____

USING THE LIBRARY

VI. Library Puzzle



ACROSS

1. You need this to borrow a book
2. This tells you when to return a book
3. The name of a book
4. Source of information
5. Very small photographs for storing in a small space

DOWN

6. a person who writes a book
7. a traveling library
8. a periodical issued at regular times
9. alphabetical lists of books found in a library
10. a flat narrow piece of wood that holds books

SOCIAL SECURITY

VOCABULARY

benefits

dependents

diagnosed

disabled

document

drastic

insurance

payments

retirement

Social Security

solution

strenuous



John sat down in the waiting area near the front entrance of the Social Security Office. The secretary told him it would be a few minutes before the supervisor would be free to talk with him.

John's wife, Dorothy, drove him to town and would be returning in an hour to drive him home. It would then be time for his medication, which had to be taken at a certain time. His meals also had to be prepared according to a strict diet and eaten by a certain time.

As John sat there, he began to think about how much his life had changed in the past few years. First, John became ill and was hospitalized for what was later diagnosed as diabetes. He has had to make some drastic changes in his way of life and in his eating habits.

More recently, John suffered a heart attack and has been unable to work for many months. His doctor told him he will not be able to return to his janitorial job because it is too strenuous.

Money problems were beginning to increase. John's unemployment checks would soon be running out. Dorothy had considered going back to work as she had before their last child was born. Robin was now four years old, but since John was not able to care for her and they could not afford a babysitter, Dorothy could not return to work.

Just then, he was called into the supervisor's office.

John explained his situation to the woman and asked her if she could help him find a solution.

They discussed the possibility of John taking an early retirement which would mean he would forfeit a percentage of his payment. Since John still had young children at home, this didn't sound like the best idea to John.

SOCIAL SECURITY

She then suggested applying for disability benefits, which would help the family income and not interfere with his medicare benefits. This sounded like a good possibility to John.

She asked John to discuss this possibility with his wife, then make another appointment to file for disability benefits. She asked him to bring with him his social security number, medicare card and a statement from his doctor as to the exact nature of the disability.

She assured John that she would do everything possible to see that he received the help he needed.

John felt much more hopeful when he left the building to meet his wife.

ACTIVITIES

I. List four reasons for contacting the Social Security office.

1. _____
2. _____
3. _____
4. _____

II. Use the following words in sentences.

medicare retire payments disabled wages

1. _____

2. _____

3. _____

4. _____

5. _____

III. Mark T for true and F for false.

- ___ 1. Medicare is a kind of insurance.
- ___ 2. Visit the Medicare office when applying for a social security card.

SOCIAL SECURITY

- ___ 3. If a person retires at age 62, that person forfeits a percentage of payments.
- ___ 4. Notify the social security office after a death in the family.
- ___ 5. The telephone number of the social security office is in the yellow pages of the telephone directory.
- ___ 6. If a person has any questions about social security, they should contact the nearest office.
- ___ 7. Apply about four (4) weeks in advance of when it is needed.
- ___ 8. If a person works beyond the age of 65, payments are slightly higher.
- ___ 9. If a worker dies, the payments go back into social security.
- ___ 10. A divorced woman is eligible for payment under her husband's social security if they were married at least 20 years.

IV. Underline the word that doesn't belong.

- | | | | |
|--------------|-----------|----------|---------|
| 1. payment | finance | settle | money |
| 2. writing | documents | paper | flag |
| 3. crippled | injured | disabled | helpful |
| 4. insurance | proof | security | promise |
| 5. citizen | employees | workers | staff |

V. Match the word in column A with its closest meaning in column B.

- | A | B |
|--------------------------|-----------------------------|
| ___ 1. kind of insurance | a. stop working |
| ___ 2. retire | b. woman whose husband died |
| ___ 3. disabled | c. Social Security |
| ___ 4. wages | d. crippled |
| ___ 5. widow | e. earned money |

VI. Questions for discussion.

- 1. Have you received your Social Security card?
- 2. Do you know of anyone in your family who receives money from Social Security? If so, why?
- 3. Discuss the pros and cons of early retirement.

SOCIAL SECURITY

V. Fill out the following Social Security application. Be sure to answer all questions that apply to you.

ID:

CN:

DO:

403

APPLICATION FOR A SOCIAL SECURITY NUMBER

DO NOT WRITE IN THE ABOVE SPACE

See Instructions on Back. Print in Black or Dark Blue Ink or Use Typewriter.

1	Print FULL NAME YOU WILL USE IN WORK OR BUSINESS (First Name) (Middle Name or Initial—if none, draw line _____) (Last Name)		
2	Print FULL NAME GIVEN YOU AT BIRTH		
3	PLACE OF BIRTH (City) (County if known) (State)	6	YOUR DATE OF BIRTH (Month) (Day) (Year)
4	MOTHER'S FULL NAME AT HER BIRTH (Her maiden name)	7	YOUR PRESENT AGE (Age on last birthday)
5	FATHER'S FULL NAME (Regardless of whether living or dead)	8	YOUR SEX MALE ☐ FEMALE ☐
10	HAVE YOU EVER BEFORE APPLIED FOR OR HAD A UNITED STATES SOCIAL SECURITY, RAILROAD OR TAX ACCOUNT NUMBER? NO ☐ DON'T KNOW ☐ YES ☐ (If "Yes" Print State in which you applied and Date you applied and Social Security Number if known)		
11	YOUR MAILING ADDRESS (Number and Street, Apt. No., P.O. Box, or Rural Route) (City) (State) (Zip Code)		
12	TODAY'S DATE	NOTICE: Whoever, with intent to falsify his or someone else's true identity, willfully furnishes or causes to be furnished false information in applying for a social security number, is subject to a fine of not more than \$1,000 or imprisonment for up to 1 year, or both.	
13	TELEPHONE NUMBER	14	Sign YOUR NAME HERE (Do Not Print)

Form SS-5 (9-75)

☐ RESCREEN

☐ ASSIGN

☐ DUP. ISSUED

Return completed application to nearest SOCIAL SECURITY ADMINISTRATION OFFICE

POSTAL SERVICES

VOCABULARY

appreciated

certified mail

delivery

expert

freight

insurance

local

post-mark

regular

special delivery

traffic

University

veterans benefit



Like a freight train, Hank Thomas came roaring into "The Hub" restaurant in the Student Union at State University.

"Man, am I in trouble," Hank said as he slid into the booth where his friend, Alan Martin, was sitting. "It's been one of those days. First, my veteran's benefit check was supposed to arrive last Friday. It didn't. Today the mail carrier was late bringing the mail. When he finally came, he had the check; but I had to hurry to the bank. I just got through putting some money into my checking account. My car insurance was due today and I didn't have enough money in my account to pay for it. Now I can write a check, but it's too late for the money to get to the Boston insurance company on time."

"Relax, buddy," Alan said quietly. "Don't you worry about a thing. You came to the right person, Hank. I worked in a post office last summer. I'm an expert on this subject and I know a little bit about insurance companies, too. Do you have all the stuff you need - check, papers, envelope, stamps?"

"Yeah," answered Hank. "I've got everything. What do I do now?"

Alan said, "First, write your check, put it in the envelope with your bill, lick the stamp..."

"I know all that," interrupted Hank. "Am I going to have to take this letter clear to Boston?"

Alan replied, "As long as the envelope is post-marked with this date, the insurance company will count your bill paid on time. It's too late to put your letter in one of the local mailboxes. The mail here at Union has been picked up by the mail carrier."

"Hey, I know where there's a mailbox - over by the library," said Hank.

"No, no," Alan was quick to say. "That box is only picked up in the morning. You'll have to take your letter to the post office. It will be post-marked today for sure. Come on, I've got my car up in Parking Lot 3. I'll drive you downtown."

POSTAL SERVICES

As Alan was driving Hank to the post office, Hank told Alan how much he appreciated the help. "Don't you think I should send this letter by airmail?" asked Hank.

"Nope, there is no airmail within our country. Most mail goes by air to anyplace out-of-state anyways. Count on three days for a letter to get to Boston."

"What about special delivery?" asked Hank.

"Well, special delivery would get your letter from the Boston post office to the insurance company faster, but not from here to Boston," answered Alan.

As Alan made his way through the late afternoon traffic, Hank asked, "What would you do if you wanted to know that the insurance company received this check."

"You would send it by certified mail. That means the mail carrier would get a signature from somebody at the insurance company to prove to you that the letter had been delivered. You don't need to do that, Hank. Send your letter by regular first class mail. Since you're in such a big hurry for that letter to get to Boston, you'd better make sure you've got the zip code number in the address. Zip coded letters are sorted by machine at high speed. Zip codes save time for you as well as the post office. If you ever have any questions about mail, ask about them at the post office."

Alan pulled his car into a parking space in front of the post office. Hank ran in and put his letter into the out-of-town mail slot.

"What a load off my mind," Hank said to Alan as he returned to the car. "Come on, Alan, beer and pizza are on me - and - thanks."

ACTIVITIES

I. Fill in the missing word from words in the story.

1. Hank had been waiting for his _____
_____ check.
2. Alan had worked at the _____
_____ last summer.
3. A _____ shows the date
a letter is stamped at the post office.
4. Most mail goes by _____
within the United States.
5. When certified mail is delivered, the mail carrier gets a _____

II. Underline the word or words that mean the same as the key word.

1. expert - a. to look for b. to leave out
 c. a skilled person d. a tax

POSTAL SERVICES

2. regular - a. usual b. special c. different d. best
3. local - a. national b. near-by c. out-of-town d. crazy
4. signature - a. one b. message c. poster d. name
5. appreciate - a. not interested b. proper c. to be thankful
d. to understand

III. The Postal Service has different rates (money charged) for different kinds of mail. They are:

1. first class - regular letters and cards
2. second class - magazines, newspapers
3. third class - circulars, booklets, catalogs
4. fourth class - merchandise and other material not included in first, second or third.
5. parcel post - packages.

Using this as a guide, tell what rate each of the following will be charged.

Example: post cards - first

1. "Time Magazine" -
2. Birthday card -
3. Present to Aunt Mary -
4. "Sears Catalog" -
5. Sample of shampoo -
6. Letter to the President -
7. "TV Guide" -
8. Letter sent to resident or occupant -
9. Cleveland Plain Dealer -
10. A letter saying "Please vote for" -
11. "Good Housekeeping" -
12. Booklet on Cancer -
13. Flower seeds -
14. Water bill -
15. Cookies to Joan -

POSTAL SERVICES

IV. For the fastest delivery by the post office, address this envelope to a friend.

V. Keep a record of all the mail that comes to your home for one week. See if you can tell to what class each piece belongs - first class, second class, etc.

TELEPHONE SERVICES

VOCABULARY

access codes

assistance

courteous

dialing

digit

directory

fast busy

identity

operator

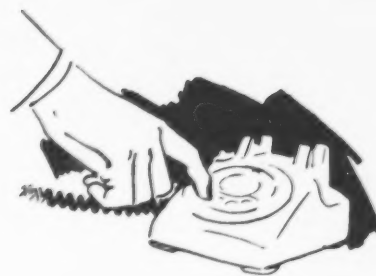
person-to-person

slow busy

station-to-station

turmoil

verify



Loretta Orsini is a native of Italy. She is a foreign exchange student living with the William Culver family on Venice Drive in Frampton, Ohio. She has been attending her senior year of high school with the Culver daughter, Penny. Loretta plans to be in the United States about seven months, during which time she hopes to become "Americanized."

That's the way Loretta describes the importance of learning all she can about Americans and the way they speak and live.

This particular Saturday morning finds the Culver family in a turmoil. Everyone, it seems, has errands to do, phone calls to make and meetings to attend. Loretta isn't really used to so much running around, since the small village she lives in takes things much slower. Loretta didn't have much planned, so she offered to help Mrs. Culver do a few errands. Mrs. Culver was running late and was due at the charity bazaar of which she is in charge.

She was happy for Loretta's help. She gave her a list of phone calls to make. The list included making one call to the dentist to cancel an appointment, one call to Penny's doctor to make an appointment, a call to Mr. Culver's lawyer to verify an appointment and one to the theatre to make reservations for next week's show.

Since she was in a hurry, Mrs. Culver didn't take the time to find the numbers for Loretta, but yelled over her shoulder to look in the phone book.

Loretta sat down and opened the phone book. She first decided to call the dentist. She knew to look in the yellow pages under "Dentists." There, she found the number and quickly made the call. She was sure this would only take a few minutes, and she felt good about helping Mrs. Culver.

Next she decided to call the two doctors on the list. She again turned to the yellow pages and looked under "Doctor." To her surprise, there was no listing. She checked all of the pages beginning with the letter "D". Doctors were nowhere to be found. She decided to look in the white pages. Again, no listing for doctors.

She decided to skip that for the time being and go on to the next. Again, she had an easy time looking up "Theatre". She made the call and got the reservations for the new play.

TELEPHONE SERVICES

Then she went on to look up the lawyer's number. She turned to the "L" section and looked for "lawyers." Again, she could find no listing. Again and again she checked the pages. She double-checked her spelling, but still she could not find the information.

As she was sitting there, wondering what to do next, Penny came home from her music lesson. Loretta asked her why lawyers and doctors were not listed in the telephone book. Penny was a bit surprised so she went over to see if she could help.

Penny soon realized what the problem was. Loretta was looking under the heading of "doctor" instead of "physicians". Penny explained to her that in all directories, doctors were listed under their official title -- that of physician. She went on to show her that lawyers were listed under "attorneys."

Penny had not realized how confusing the telephone directory could be to people who had never used it before, or those people who had not used it on a regular basis.

Loretta also discovered the fast-finding index in the directory. By using this, she could have avoided the confusion. It was located just before the yellow pages. This area enables a person to locate the service or product and then it shows the heading under which they can be found. For instance, Loretta could have looked up the word doctor and been directed to look under physician in the yellow pages.

Within a few minutes, Loretta finished making the phone calls. She also thanked Penny for explaining how to use the telephone book.

Loretta felt good about helping the Culver family, who had been so good to her, and felt she had come one step further to becoming "Americanized".

ACTIVITIES

I. Match the correct answer with the definition.

- | | |
|---------------------|--|
| 1. ____ polite | a. easy to reach |
| 2. ____ access code | b. when a dialed number is busy |
| 3. ____ convenient | c. correct manners |
| 4. ____ slow busy | d. low steady tone in a telephone receiver that indicates a number can be dialed |
| 5. ____ dial tone | e. the number a person dials to reach long distance |

II. Put the following word or words in alphabetical order.

- | | |
|------------|------------|
| dial | area code |
| zero | coin calls |
| conference | receiver |
| classified | directory |

TELEPHONE SERVICES

III. Give tips on telephone courtesy you have learned from this chapter.

- 1.
- 2.
- 3.
- 4.
- 5.

IV. Choose the correct word in parentheses for each sentence.

1. When talking on the phone, speak _____ (pleasantly - loudly).
2. (Apologize - Yell) if you get a wrong number.
3. Answer the phone with a (raspy - friendly) hello.
4. If a person becomes annoyed by unidentified calls, let the (neighbors - police) know.
5. If a person calls at an inconvenient time, say so and tell them to (get lost - call back).

V. In your own words, tell what each of the following words mean.

1. party line
2. person-to-person
3. area code
4. courteous
5. classified

VI. Select the word in list B which is opposite to a word in list A.

- | A | B |
|--------------------|--------------------|
| 1. ____ courteous | a. hostile |
| 2. ____ convenient | b. correct manners |
| 3. ____ friendly | c. inconvenient |
| 4. ____ impolite | d. rude |
| 5. ____ expensive | e. cheap |

TELEPHONE SERVICES

VII. In a few sentences, answer the following questions. (May be used in class discussion).

1. Have you ever received an obscene phone call?
2. If so, how did you handle it?
3. Have you ever placed a long distance call and reached a wrong number? If so, what happened?
4. If you are incorrectly billed, who would you notify?
5. What is the most important thing you have learned from this lesson?

VIII. Word Search - Find and circle the words listed below. They can be written up, down, backwards, and forward.

directory

classified

telephones

operator

help

long distance

connect

code

call

receiver

busy

rates

B	T	E	L	E	P	H	O	N	E	S
L	O	B	U	S	Y	L	P	E	R	L
O	O	K	O	G	Y	I	E	A	A	D
N	T	J	L	W	C	A	R	R	T	I
G	H	E	L	P	O	T	A	E	E	R
D	W	V	Y	I	N	H	T	A	S	E
I	R	B	A	C	N	U	O	P	H	C
S	A	C	O	D	E	J	R	O	O	T
T	R	R	E	I	C	V	U	A	K	O
A	V	L	D	J	T	A	E	O	O	R
N	X	L	T	L	R	P	R	G	P	Y
C	L	A	S	S	I	F	I	E	D	D
E	R	C	R	E	C	E	I	V	E	R

THE NEWSPAPER

VOCABULARY

advertiser

amusements

branch

financial

occasionally

society

specials

statistics

stuffed

supplement



Many years ago there were two brothers who delivered the daily newspaper in their home town. Bill and Joe, ages nine and ten, had rather large routes. They often spent long, hard hours delivering the papers and collecting for them.

The boys found their hardest days were Wednesdays and Sundays. On these days the papers were very heavy, because advertisers took out big ads to advertise their weekly specials. The Sunday paper was heavy for the same reason except the papers had to be stuffed with comics and supplements.

Daily papers were delivered after school, but every Sunday Joe and Bill had to get up at 5 a.m. to deliver the Sunday papers. You could hear the clatter of their wagon as they went down the street to the branch where they picked up their papers. There the papers were counted, stuffed and delivered. If there were any extras, they stood on the street corner and sold them to passing motorists.

When their work was done, they met at a local bakery to buy a few goodies to take home. Since the rest of the family was still asleep, the boys poured themselves some milk and sat down at the kitchen table to read the paper.

First, they scanned the front page for the important news. Then, Joe took the section he liked to read best on Sundays, the comics. Bill reached for the sports section. He was interested in sports and often thought that one day he would like to become a sports writer. Statistics were especially interesting to him and he found it was fun to figure baseball batting averages himself.

Even though they were very young the boys occasionally read some of the editorials found on the editorial page. After all, Bill hoped to work for a newspaper someday, so he tried very hard to learn all he could.

They checked the index, too, for the page where they would find Amusements. They were eager to see what movie was playing at the neighborhood theater. The index listed all

THE NEWSPAPER

the features in the day's paper and where to find them. They knew that Uncle Ray would surely turn to page 53 which was the financial section. Of course, mother would enjoy page 23 because it had all the news about women and society.

Joe and Bill knew that carrying newspapers was like running their own business. They gave good service and were always looking for new customers. With the money they earned, they paid for their own school lunches and some of their clothes; the rest of the money went into the bank for their college educations.

After years of hard work the two brothers finally realized their dream. Both graduated from college. Joe became a doctor and Bill a reporter, writer, and finally an editor for a very fine newspaper.

ACTIVITIES

- I. Listed below are some words that relate to newspapers. Arrange them in alphabetical order and write them on the numbered lines.

publisher	reporter	byline	index
headlines	comics	proofreader	wirephoto
staff	advertise	cub	interview
press	story	compose	quote

- | | |
|----------|-----------|
| 1. _____ | 9. _____ |
| 2. _____ | 10. _____ |
| 3. _____ | 11. _____ |
| 4. _____ | 12. _____ |
| 5. _____ | 13. _____ |
| 6. _____ | 14. _____ |
| 7. _____ | 15. _____ |
| 8. _____ | 16. _____ |

- II. Match the words with their meaning. Listed below are some words that relate to newspapers and their meanings. Write the words beside their meanings.

morgue	proofreader	balloon	byline
wirephoto	beat	bold face	banner

1. Applies to type, meaning heavy type _____.
2. Reporter's regular routine for covering news sources of a certain topic.
_____.

THE NEWSPAPER

3. A cartoon device borrowed from the comic strip which makes the words of a person in the picture appear as coming directly from his mouth.

4. One who reads proof pages or sheets and marks errors.

5. A photograph transmitted by the telephonic or telegraphic equipment.

6. A newspaper's library is often referred to by this term.

7. A headline in large letters running across the entire width of the first page.

8. Name of the writer of the article usually appearing above a news feature story.

III. List at least six people who write columns for your paper.

1.

2.

3.

4.

5.

6.

70

THE NEWSPAPER

IV. Using this newspaper index see what page or pages you would turn to if you wanted information about the following statements.

Index or Directory			
FEATURES IN TODAY'S NEWS			
Features	Page	Features	Page
Bridge	49	Horoscope	14
Church	17	Obituaries	7
Classified	44 - 48, 50	Society	16
Comics	49, 51	Sports	27 - 30
Court News	2	TV and Radio	15
Crossword	51	Theaters	42 - 43
Editorials	6	Vicinity - News	8 - 11
Finance	39	Weather	42

page

- _____ a. Rev. Jones is guest speaker.
- _____ b. a card game
- _____ c. tonight's television programs
- _____ d. a wedding
- _____ e. stock market quotation
- _____ f. someone's death
- _____ g. what jobs are available.
- _____ h. an approaching rain storm
- _____ i. news of the outskirts of the city
- _____ j. final score of baseball games
- _____ k. babies, divorces, lawsuits
- _____ l. a puzzle with clues for words written in squares
- _____ m. the editor expresses an opinion

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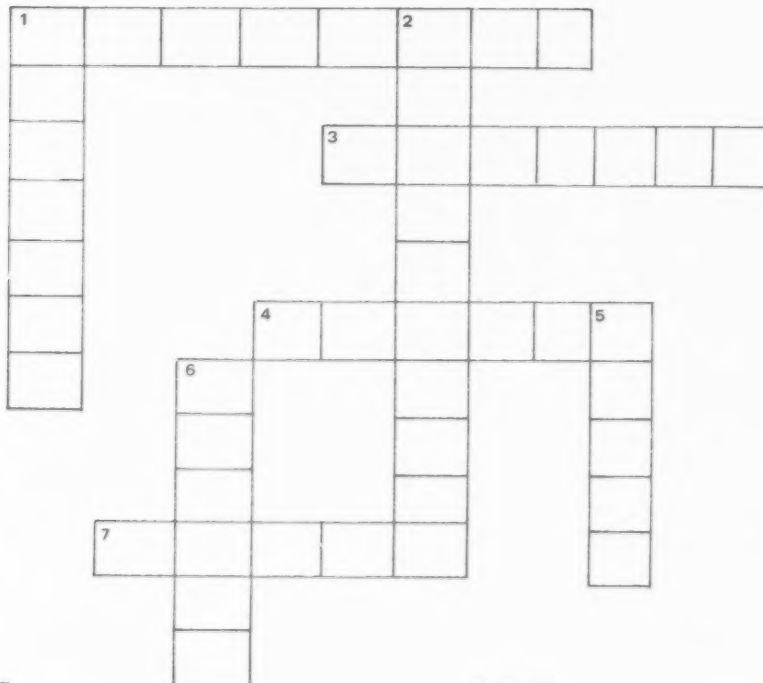
V. List at least five ways people are inconvenienced when a newspaper shuts down.

1. _____
2. _____
3. _____
4. _____
5. _____

VI. Examine the sports section to find common words with unconventional sports meanings. Examples run, hit, home.

- | | |
|----------|----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | |

VII.



ACROSS

1. to predict the weather
3. to print and distribute
4. funny papers
7. a kind of card carried by a newsman

DOWN

1. a special news story
2. title under which entertainment is listed
5. written account of something that has happened
6. games or pastimes such as golf and tennis

COOPERATIVE EXTENSION SERVICE



VOCABULARY

estate

forestry

career

landscaping

application

citizenship

produce

"Hello!" "Anybody home?" "It's me," said Evelyn.

"Be right with you," Sara answered. "I just want to finish making the beds."

Sara came into the living room all dressed up for a ladies-day out. "You know, Evelyn," Sara said, "I think we're going to learn a lot and have some fun at this 'Christmas Demonstration Program' today. It is presented every year about this time by the Home Economics Staff of our county's Cooperative Extension Service."

"The Cooperative what!" exclaimed Evelyn.

"The Cooperative Extension Service. Come on get in the car; I'll explain it all to you on the way."

As they drove along, Sara told Evelyn all about the services of the Extension Service. "Since we live on a farm, we have a lot of contact with its staff. They assist dairymen and other county farmers who produce both cattle and grain. In the past few years my husband, Pete, has attended several Farm Management Schools provided by the County Extension Service. There was a program on 'Money Management', 'Farm', and 'Estate Planning.' There were other programs on 'Forestry', 'Pond Management', and 'Honey Production.'

The programs I enjoyed most were, 'Landscaping', 'Vegetable Gardening', 'Rose Growing', and 'Care of House Plants'."

"I guess if we lived on a farm we could get in on all these great programs," Evelyn said.

"Oh no," said Sara, "Extension Programs are open to every county resident without regard to race, sex or national origin."

"Your children might enjoy a 4-H group," said Sara. "They do so many interesting things."

"I thought 4-H was just 'cows and cooking'."

"Oh no," Sara replied, "4-H offers many projects from Aquatic Science to Model Rockets, Redecorated Rooms,

COOPERATIVE EXTENSION SERVICE

Snowmobiling, and Welding. Young people from 9 to 19 learn through doing with experiences in leadership development, career awareness, citizenship development and self-improvement. The Elks Club is taking applications to start a 4-H group in the city."

"Terrific," said Evelyn, "I'm sure my children will be interested."

"Well here we are", said Sara. "The Home Economics Staff of the Extension Service will be presenting today's program; and later on in the year, they will be presenting a home canning demonstration. Would you like to attend?" asked Sara.

"Sounds great," said Evelyn, "It's a date!"

ACTIVITIES

I. Find these words in the puzzle. Look forward, backward, up and down and diagonally.

leader	fair	economics
nutrition	steer	lessons
citizenship	county	agent
soil	picnic	club

A	P	R	X	I	N	S	K	L	F	E	S
S	A	C	P	M	U	T	L	E	A	C	X
C	G	D	E	X	T	E	N	S	I	O	N
L	E	A	D	E	R	E	O	S	R	N	C
U	N	F	L	H	I	R	W	O	C	O	O
B	T	H	P	I	T	Y	T	N	F	M	U
O	P	I	C	N	I	C	W	S	E	I	N
R	S	K	T	S	O	I	L	B	G	C	T
Z	Q	V	U	J	N	Z	X	A	D	S	Y
C	I	T	I	Z	E	N	S	H	I	P	A

II. True or False

1. _____ You'll need to own a cow to belong to 4-H.
2. _____ The Extension Service can help you with the testing of soil.
3. _____ The Extension Service is offered through the cooperative efforts of Ohio State University.
4. _____ County Commissioners provide money for part of the Extension Service expenses and secretarial help.

COOPERATIVE EXTENSION SERVICE

5. _____ 4-H members should live on a farm.

6. _____ City as well as rural youth can be involved in county fairs.

III. Finish these statements by matching the statement on the left with the one on the right.

- | | |
|----------------------------------|---------------------------|
| 1. 4-H is no longer _____. | "reach out." |
| 2. Extension workers _____. | learning about jobs. |
| 3. Extension programs are _____. | teaches and gives advice. |
| 4. Career awareness means _____. | are called agents. |
| 5. An Extension Agent _____. | just "cows and cooking". |
| 6. Extension means _____. | open to everyone. |

IV. Fill in the sentence with the missing words from the list below.

advisors	Ohio State University
county	seminars
bulletins	agriculture.

1. The farmer is also helped by educational _____.
2. It is the duty of the county agent to study agricultural conditions in his _____.
3. Agents keep residents informed through mass media, newsletters, news columns and _____.
4. The 4-H youth are under the guidance of volunteer adult _____.
5. Cooperative Extension Services are made possible by the cooperative efforts of _____.
6. The County Agent also distributes literature concerning _____.

V. Match the following words in List A with their correct meanings in List B.

demonstration	living in a place
agriculture	explain by showing examples
resident	person who gives advice or council
advisor	the raising of crops and animals
homemaker	person who acts for another
landscaping	one who manages a household
agent	to arrange grounds artistically

REFERENCE BOOKS, DIRECTORIES, AND INDEXES

VOCABULARY

abbreviations	information
almanac	index
alphabetically	librarian
annual	literature
appendix	magazine
areas	nature
articles	Northern
Atlas	periodical
botanical	proper
card catalog	related
cooperate	section
dictionary	temperature
Encyclopedia	treasury
explanation	vegetables
guide	volume
herbs	zoological



Billy Joe was a twelve-year old city boy who wanted to plant a garden. Nodbody at his house could help him. His dad had told him he could dig up a place in the backyard. Billy Joe would have to do all the work. His mother had offered to lend him some money for seeds and plants when he was ready.

"You can pay me back with vegetables or money from selling the things you grow," Mom said.

Billy Joe knew he needed help from someone who knew about gardening. So many questions needed answers - when to plant, how to plant, what to plant, what things need to be grown from plants.

"Boy," thought Billy Joe, as he rode his bike to the library, "I knew the digging would be hard, but making sure I do the right thing is harder."

The librarian was very helpful. He showed Billy Joe where the Encyclopedias were kept. He looked up the subject, "Plants." It didn't help him much, but at the end of the article on "Plants" was a list of related articles. He found "Gardening" so he got Volume G from the shelf. There was information on planning a garden, tools, soil, plant foods, digging, when to sow, watering, insects, and much more.

Nearby were the large bound copies of The World Atlas. The librarian explained that an atlas has many maps in it, but it also has charts that show rainfall and summer and winter temperatures of certain areas. Billy Joe might find this information helpful.

According to the librarian, the Farmer's Almanac would give Billy Joe proper planting times for Northern Ohio. The little book was full

REFERENCE BOOKS, DIRECTORIES, AND INDEXES

of good ideas and fun things. On page 90, Billy Joe found that the last expected frost was April 22. After that, new plants should be safe from frost.

From the card catalog, Billy Joe found that in Book Section 635 there were many books on gardening that he could take home. He took several books from the shelf. Turning to the index at the back of the books, Billy Joe checked to see if there was information on vegetables. He chose two books that looked good, The Beginning Gardener, and A Treasury of American Gardening. The Beginning Gardener had an appendix - that is, a section at the back of the book with small articles on special gardens.

Finally, Billy Joe went to the Reader's Guide to Periodical Literature. He looked under the heading "Gardening". The guide said, "See Vegetable Gardening." Under this heading were many, many articles on gardening found in different magazines.

Billy Joe felt he had enough information on planting a garden. If nature would cooperate, there would be plenty of vegetables at harvest-time in the fall.

ACTIVITIES

- I. Dictionary - a book of words, listed alphabetically, with information about each word.

garden (gărd'n) n. 1. a piece of ground in which vegetables or flowers are grown. Rabbits got into our vegetable garden last night and ate some of our lettuce. 2. a place for exhibiting plants. A garden like this is called a botanical garden. 3. A place for exhibiting animals. A garden like this is called a zoological garden, or "zoo" for short. 4. gardens v. to make and care for a garden. Mother enjoys having a yard in which to garden. gar dens, gar dened, gar den ing.

from Dictionary of Basic Work
Children's Press, Chicago

1. Here are the abbreviations for parts of speech:

n. noun, pro. pronoun, v. verb, adv. adverb, adj. adjective, prep. preposition, conj. conjunction, inter. interjection

Look at the word garden. The word garden can be used as two parts of speech. What are they?

a. _____ b. _____

2. There are four meanings to the word garden. After each sentence put the number of the meaning from the dictionary.

- a. I saw a white orchid at the Sunken Garden. _____
b. Green peppers grow in Billy Joe's garden. _____
c. He likes to garden for a hobby. _____
d. Monkeys can be seen in a zoological garden. _____

REFERENCE BOOKS, DIRECTORIES,
AND INDEXES

II. Fill in the missing word.

1. If you want to know the meaning of a word, look in a _____

2. A volume is another name for _____

3. A periodical is another name for _____
4. If you want to learn a lot about a subject use a set of _____

5. If you want to find a magazine article about fishing, look in the _____

6. You can find reference books at the _____
7. If you want to find a map of England, look in an _____

8. You can find where things are in a book in the _____
_____ or the _____
9. An _____ gives facts, stories, fun things, and is published each year.
10. At the end of an article on gardening, there is a list of _____ articles.

REFERENCE BOOKS, DIRECTORIES, AND INDEXES

III. From the index, find as many vegetables and herbs as you can. Find six flowers.
Find three trees. Put the page number after each.

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1. Vegetables and herbs

2. Flowers

3. Trees

Taken from The Beginning Gardener,

Katherine N. Cutler

REFERENCE BOOKS, DIRECTORIES,
AND INDEXES

IV. From the Farmer's Almanac, Outdoor Planting Table, 1977

E means Early

L means Late

Beans (E) 5/7 - 6/21
(L) 6/15 - 7/15
Beets 5/1 - 5/15
Cabbage Pl. 5/15 - 5/30
Carrots (E) 5/15 - 5/30
(L) 6/15 - 7/21
Corn Sw. (E) 5/10 - 6/15
(L) 6/15 - 6/30
Cucumber 5/7 - 6/20
Flowers 5/7 - 6/21

Lettuce 5/15 - 6/30
Onion Pl. 5/15 - 6/7
Peas (E) 4/15 - 5/7
(L) 7/15 - 7/30
Pepper Pl. 5/15 - 6/30
Radish (E) 4/15 - 4/30
(L) 7/15 - 7/30
Tomato Pl. 5/15 - 5/30
Winter Wheat 8/11 - 9/15
Spring Wheat 4/7 - 4/30

1. If you were planting a garden, when would you plant:

a. early sweet corn

b. late carrots

c. flowers

d. tomato plants

e. lettuce

2. What is the earliest time to plant a crop on the above table?

3. What can you see about the difference between winter wheat and spring wheat?

V. From the Reader's Guide to Periodical Literature, March 1975 - February 1976.

Vegetable gardening

Carefree vegetable garden planted in walk in wirebox.

il House and Gar 147:60 1 Ag'75

Great hoe-down, il Time 105:63-4 My 5'75

Growing vegetables in the side yard, il Sunset 154:208-9 Mr '75

REFERENCE BOOKS, DIRECTORIES,
AND INDEXES

Growing your own groceries, H. Mason and B. Garrett, il
il Bet Hom & Gard 53:70-3 F'75

How much is your garden worth? M. McLaughlin il McCalls
102:53 Mr.'75

Explanation

<u>Starting a vegetable garden</u>	<u>T. Cruso</u>
name of story	author
<u>McCalls</u> <u>102</u> :	<u>22</u> <u>Ap.</u> ' <u>75</u>
magazine volume number	page month year

Using the explanation as a guide, answer these questions about the articles.

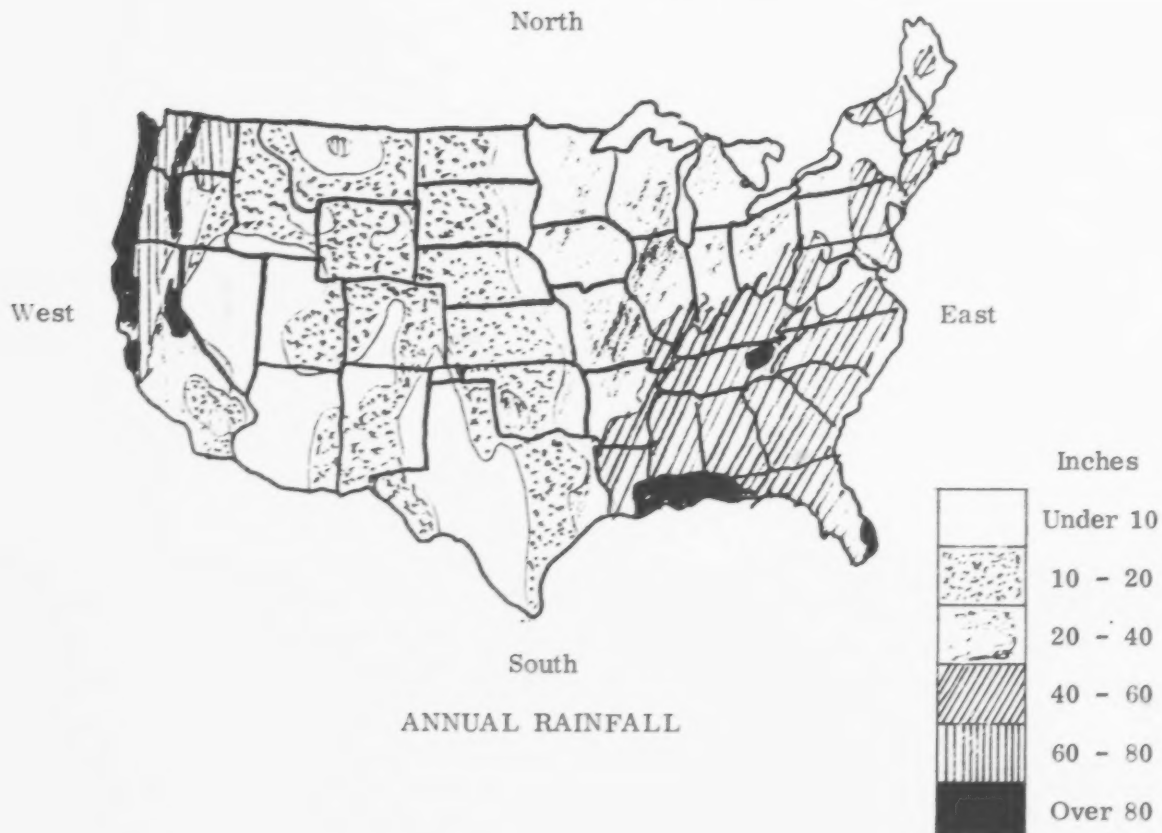
1. Which article was printed in Better Homes and Gardens?

2. The article "How much is your garden worth?" was written by

3. The story in Sunset Magazine will be found on pages _____

4. Which article was printed in an August (Ag) 1975 magazine?

5. In your opinion, which story would be the most help to Billy Joe?



VI. In the World Atlas, Rand McNally, Billy Joe found a chart showing the amount of rain that fell in a year. It was measured by inches.

Use the chart.

1. What part of the country has the most rain?

Northwest Southwest Northeast

2. What part of the country has the least rain?

North Southwest Northeast

3. Find Ohio. Ohio has two rain areas. Which part of Ohio has two rain areas. Which part of Ohio has the most rain?

Northern Ohio Southern Ohio

4. How many inches of rain does Northern Ohio get in one year?

5. Corn grows very well in Ohio. How much rain does corn need?

WRITING LETTERS AND NOTES

VOCABULARY

business

colon

courses

engineering

envelope

invitation

margins

permission

personal

regret

R. S. V. P.

stationery

sympathy

uniform



1617 Stonebrook Drive
Sharpsburg, Ohio 44120
April 10, 1977

Overland College of Engineering
630 State Street
Overland, Ohio 44362

Dear Sir:

I will be entering the Navy the beginning of May. While I am in the service, I am planning to take the GED test. After I get my high school diploma, I want to study to be a civil engineer. I would like you to send me a list of the courses I will need for this type of engineering. I hope I can take some of the courses in the Navy and then enter your engineering school when I am discharged. Thank you.

Sincerely,

John Carpenter
John Carpenter

1617 Stonebrook Drive
Sharpsburg, Ohio 44120
April 10, 1977

Hi Pete,

I found out today I will be leaving for the Navy on May 1. Can you see me with a crew cut? I guess boot camp can be rough, but I think I'll make it. I'll be able to tell you more after I've been there awhile.

Everybody says they're going to miss me, but I think Mom and Dad are glad I've finally decided to do something with my life. Today I even wrote a letter to Overland College to find out what courses I will need for engineering.

By the way, how is school? Met any good-looking girls yet? Once I get in uniform I'll be leaving a girl in every port.

Will write to you as soon as I get to boot camp and let you know my new address.

Write soon,
John

WRITING LETTERS AND NOTES

1617 Stonebrook Drive
Sharpsburg, Ohio 44120
April 12, 1977

Dear Pete,

You are invited to a going away party for John on Sunday, April 26. The party will be at our house at 7:00 p.m. It is a surprise! I hope you can make it.

Sincerely,
Mrs. Joe Carpenter

R. S. V. P. by April 24.

1617 Stonebrook Drive
Sharpsburg, Ohio 44120
April 27, 1977

Dear Pete,

Thanks for the travel kit. How did you know I needed one? I'm glad you could make it home for the party. We really had a great time.

Yours truly,
John

ACTIVITIES

I. The letter John wrote to Overland College is a business letter. Circle the best answer for these questions about business letters.

1. The best kind of paper to use when writing a business letter is
 - a. plain white regular size paper
 - b. notebook paper
 - c. colored stationery
2. Which is best to use when writing a business letter?
 - a. an ink pen
 - b. a typewriter
 - c. a pencil
3. When writing a business letter
 - a. leave margins on the top and bottom of the paper and write on both sides of the paper.
 - b. don't worry about margins, but write on only one side of the paper.
 - c. leave margins on all four sides of the paper and write only on one side of the paper.
4. When would you not write a business letter?
 - a. when applying for a job.
 - b. writing to a Congressman.
 - c. writing to a friend.

WRITING LETTERS AND NOTES

5. Which is a good beginning for a business letter?
 - a. Hi,
 - b. Dear Sir:
 - c. Dear John,
6. Which is a good ending for a business letter?
 - a. Sincerely,
 - b. Love,
 - c. Best Wishes,
7. When you have finished writing the letter
 - a. fold it in half and put in any envelope.
 - b. find an envelope and fold the letter so it will fit.
 - c. fold it in thirds and put it in a business envelope.

II. The second letter John wrote was to his friend, Pete. This is called a personal letter. Answer true or false to the following questions about personal letters.

- ___ 1. A personal letter should begin with the writer's address and the date.
- ___ 2. A good greeting for a personal letter is Dear Sir:
- ___ 3. A personal letter can be written on any kind of stationery.
- ___ 4. In a personal letter use words that you would use if you were talking to the person.
- ___ 5. Use a colon (:) after the greeting of a personal letter.

III. Pete received the third letter from John's mother. It was an invitation. An invitation should answer these questions: who, what, when, where. Using John's mother's invitation, tell

1. Who sent the invitation _____.
2. What is the invitation for _____.
3. When is the party _____.
4. Where is the party _____.
5. What does R. S. V. P. stand for _____.
6. If Pete could not attend the party he should write a letter of regret. Write a letter of regret for Pete.

WRITING LETTERS AND NOTES

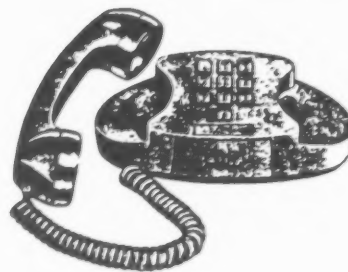
IV. Pete did attend the party and took a gift for John. Then John wrote a thank-you note. There are other kinds of notes that you need to write. You may need to write a sympathy note, your child may need a permission slip for school, or you may need to write an excuse when your child is absent from school. Match the kind of note with what you would write in it.

- | | |
|------------------------|---|
| ___ 1. Sympathy | a. John has my permission to go to the zoo. |
| ___ 2. Thank-you | b. Ann was absent from school on Monday, April 4, 1977, because she had a cold. |
| ___ 3. Excuse | c. I want to tell you how sorry I am to hear of your great loss. |
| ___ 4. Permission Slip | d. Thank you for the towels you gave me at the shower. |

V. It is important for letters to be written correctly and neatly. Addressing the envelope is important, too. Address this envelope to Mr. James White, 3480 State Street, Cleveland, Ohio. His zip code is 43215. Be sure to put your return address in the upper left-hand corner.

	Stamp
--	-------

COMMUNITY ASSISTANCE



VOCABULARY

advice

"I'll have to hang up soon. It's time for me to get ready to work for HELP," Patty told her friend, Chris, on the telephone.

agency

"I forgot you are working there," said Chris. "How do you like it?"

clinic

"I enjoy helping the people who call. I hope I am giving them good advice," answered Patty.

community

"What exactly is HELP?" Chris wanted to know.

confidential

"It's a community agency. Anyone who has a problem can call the telephone number for HELP. Volunteers answer the telephone day or night. They listen to the problem and offer advice or suggest other community agencies that the person can contact," Patty told her.

prenatal

"How do you know what to tell people when they call?"

tenant

asked Chris.

toll

"Before I became a volunteer I had to attend an eight week training session," answered Patty.

volunteer

"What kind of problems do the people have who call you?" asked Chris.

"The workers at HELP believe that all calls should be confidential. We do not discuss any of our calls," answered Patty. "I really do have to go now. I'll call you soon."

Later, Patty arrived at the building where the HELP office was located. Patty began working at 7:00 and would be finished at midnight. The first hour there were no calls.

Patty's first call came after 8:00. When Patty answered, a woman began talking. Her husband walked out and left her with four small children. She didn't have a job, and didn't know how she was going to pay the bills. Patty suggested she call the Welfare Department for help. Then she could start looking for a job. Patty suggested Day Care centers where she could leave her children.

The second call was from a young girl who was going to have a baby. She told Patty that she had not been to see a doctor yet. She didn't have money to pay a doctor. Patty told her about a prenatal clinic that was located in a near-by hospital. There she would receive good care, free of charge, for herself and her unborn baby.

COMMUNITY ASSISTANCE

The last call Patty received was from a man who was renting an apartment. He was having trouble with his landlord. The landlord complained that he played his stereo too loud. He even refused to take the man's rent so he could say he was behind in his rent. Patty told the man about a toll-free hotline number to call for more information about his rights as a tenant and the rights of the landlord.

As Patty left the HELP office and walked to her car, she waved to the policemen in the police car. They were always there when she left at midnight. Another community agency to help people thought Patty as she walked safely to her car.

ACTIVITIES

I. Answer these questions.

1. What is HELP? _____

2. Why didn't Patty tell Chris about the calls she had received?

3. What community agency did Patty suggest to the first caller?

The second caller _____
and the last caller _____
4. Your community has several community service agencies. List some that interest you. Find their addresses and phone numbers.
5. Do you think you would like to volunteer to work for an agency like HELP? Why or why not? _____

II. What advice would you give to help solve these problems?

1. Mary is 18 years old, not married and is going to have a baby. She wants to give the baby up for adoption. However, after giving birth she sees the baby and realizes she cannot give him up. She can live with her parents, but they do not have enough money to support her and the baby. What should she do?
2. Carol's neighbor has accused her of gossiping about her. Carol tried to tell her that she didn't gossip, but her neighbor says she will get "even" with her. What should Carol do?

COMMUNITY ASSISTANCE

III. Here is a list of community service agencies. List them in alphabetical order.

Fire Department	_____
YWCA	_____
Social Security	_____
Adult Basic Education	_____
Jaycees	_____
Salvation Army	_____
Alcoholics Anonymous	_____
March of Dimes	_____
Girl Scouts	_____
Red Cross	_____

IV. Number these sentences so they are in the correct order.

_____ Patty leaves at midnight.

_____ A woman who has four children calls HELP.

_____ Patty leaves for the HELP office.

_____ The policemen watch as she walks to her car.

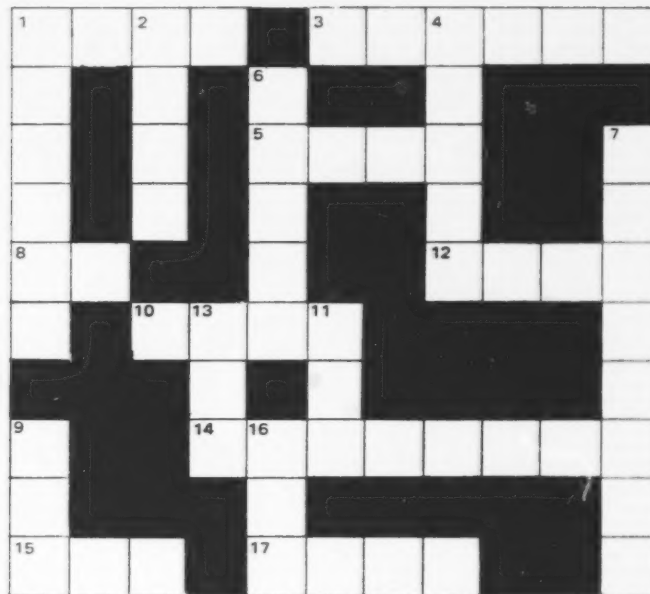
_____ A woman who is going to have a baby needs advice.

_____ Patty is talking to Chris on the telephone.

_____ A man needs advice about his landlord.

COMMUNITY ASSISTANCE

V.



Across

1. Fee
3. Community _____.
5. Past tense of hang.
8. Opposite of yes.
10. Day _____ centers
12. Not late - on _____.
14. 12:00
15. Rhymes with day.
17. Not soft

Down

1. Person who lives in an apartment.
2. Opposite of right.
4. Comes after seven.
6. Homonym for there.
7. Before birth.
9. Contraction for it is.
11. Opposite of begin.
13. Part of the body.
16. Another word for sick.

GLOSSARY

abbreviation - a shortened form.

access code - a number, when dialed, connects a dialer with a long distance line.

advertiser - a person or place who pays a newspaper to announce publicly a sale or to arouse a desire to buy.

advice - telling someone what you think should be done.

agency - business or office which could be represented by a person, company, or government.

almanac - an annual publication composed of various lists, charts, and tables of useful information in many unrelated fields.

alphabetically - in the order of the letters of the alphabet.

amusements - newspaper term; listing of movies and other entertainment for a local area.

annual - yearly; once a year.

appendix - section added at the end of a book to give further information.

application - a request for a job.

appreciated - to value properly; to be grateful for.

areas - regions or districts; surface space or the size of a space.

articles - writings on a particular topic; can be found in magazines, books or newspapers.

assistance - help; aid.

atlas - book containing a collection of maps.

author - person who writes a book, story or article.

benefits - payments given by a company, especially an insurance company.

bookmobile - a truck containing a library, used as a traveling extension of the library.

borrow - using something that doesn't belong to you with the understanding that it must be returned.

botanical - having to do with the study of plant life.

branch - a suburban extension of a main bank; term used to describe a place where newsboys can pick up their papers.

business - a buying and selling of goods; term used to describe commercial enterprise.

card catalogue - a listing of books in a library by three methods, author, subject, and title.

career - occupation or profession.

certified mail - mailing procedure which guarantees the delivery of mail by sending a receipt to the sender.

citizenship - possession of the rights and duties of a citizen.

clinic - a place where diseases or problems are studied and treated, sometimes free of charge.

colon - (:) a mark of punctuation used to introduce a list or series; also used to show that something is coming which closely relates to what has just been said.

community - all the people who live in one place; the citizens of a town or city.

confidential - secret or private.

cooperate - to work or act together for a particular purpose or end.

courses - lessons or classes in certain subjects.

courteous - polite.

GLOSSARY

delivery - distribution; that which is delivered.

dependents - members of a person's family including husband or wife, children, and possibly parents or other relatives living with you.

diagnose - to find out or identify by examining.

dialing - an act of using the telephone to make automatic connections.

dictionary - a book that lists the words of a language alphabetically and gives definitions for each.

digit - term given to any of the figures 0, 1, 2, 3, ... 9.

directory - a book listing names, address, and other data about people or companies, etc.

disabled - one who lacks the ability or power to do something.

document - an official paper showing proof of something such as age.

drastic - very forceful, having a powerful effect.

encyclopedia - a book or set of books containing knowledge, listed alphabetically, of specific subjects.

engineering - the designing and building of something.

envelope - a covering for a letter.

estate - everything owned by a person including property.

expert - a person who has special skill or knowledge.

explanation - statement of facts that make accounts clear and plain.

financial - having to do with money matters.

forestry - the science of planting and taking care of forests.

freight - the carrying or transporting of goods by trains, trucks, planes, ships, etc.

guide - to direct or instruct.

herbs - flowering plants which live for one season; something used for medicine or flavoring.

identity - who a person is or what a thing is.

index - alphabetical lists of names and topics with page numbers, usually found in the back of a book.

information - knowledge, facts; an informing.

insurance - the monetary coverage by a company against accident, illness and/or death to someone or something.

investment - an investing of money or time into something that will give greater return.

invitation - a written or spoken request to take part in or attend something.

landscaping - the art of arranging trees and shrubbery.

librarian - person who works in a library helping others.

literature - written works including plays, poems.

local - having to do with a particular place.

magazine - collection of reading material issued at a regular time.

margins - the border around written letters and notes.

microfilm - film used for storing printed pages in minute size.

GLOSSARY

nature - the physical universe including all things not made by man.

occasionally - not happening very often, once-in-a-while.

operator - person who operates a telephone switchboard.

post-mark - cancellation mark on a card or letter showing the date.

payments - money paid to an individual through an insurance company, etc.

periodicals - a publication appearing on regular dates.

person-to-person - long distance call to a particular person; caller only pays for the call if it is completed to that person.

personal - private; relating to a particular individual.

prenatal - before birth.

produce - to grow; bear; yield.

proper - suitable; appropriate.

reference - act of referring to an authority for information.

regular - happening again and again at a fixed time.

regret - to feel sorry, disappointed, or distressed.

related - connected by blood or marriage.

retirement - time of life when one has stopped working.

R.S.V.P. - abbreviation for French words (*repondez s'il vous plait*) which means please reply.

section - a part; division; one of a group.

slow busy - when the dialed number is in use.

social security - a kind of insurance. The initials on a paycheck stub for social security are FICA (Federal Insurance Contribution Act).

society - a community of people at a particular time and place.

solar - sun; solar power; sun power.

solution - act of solving; correct answer.

special delivery - delivery for a particular purpose; not general.

specials - products advertised in the newspaper selling at a reduced price.

station-to-station - call made from one point to another, not for a particular person.

stationery - paper envelopes and other writing material.

statistics - facts and figures gathered to give information about a particular subject.

strenuous - vigorous; energetic; requiring a great effort.

stuffed - newspaper term meaning an insert in the regular paper.

supplement - an extra section of a newspaper.

sympathy - a sharing of another's feelings.

temperature - hotness or coldness usually measured with a thermometer.

tenant - person who pays rent for the use of property.

title - name of a book; office or rank; document which shows ownership.

toll - tax or fee paid for the right to use something.

traffic - movement of people, goods or vehicles from place to place.

GLOSSARY

treasury - the funds or money of an organization.

turmoil - disturbance, commotion, uproar.

uniform - all alike in appearance; a costume.

university - the highest institution of learning.

vegetables - plants which bear edible food; food grown in gardens.

verify - to confirm the proof of.

veteran's benefit - benefits such as schooling given to persons who have performed military service.

volume - any one of a set of books.

volunteer - giving service without pay.

zoological - having to do with the science of animal life.

ANSWER KEY

ANSWERS FOR USING THE LIBRARY

I. Alphabetical order

borrow	fiction	librarian	public
card	film	magazines	records
copy	fine	misplace	stacks
desk	headphones	newspaper	study

II. True and false

1. T
2. F
3. T
4. F - They will check other libraries for you.
5. T
6. F - Be sure to check the due date of your books. Some may be taken out for 28 days, 14 days, or maybe only 7 days.
7. T
8. T
9. T

III. Complete the statement

e, d, g, c, b, a, f

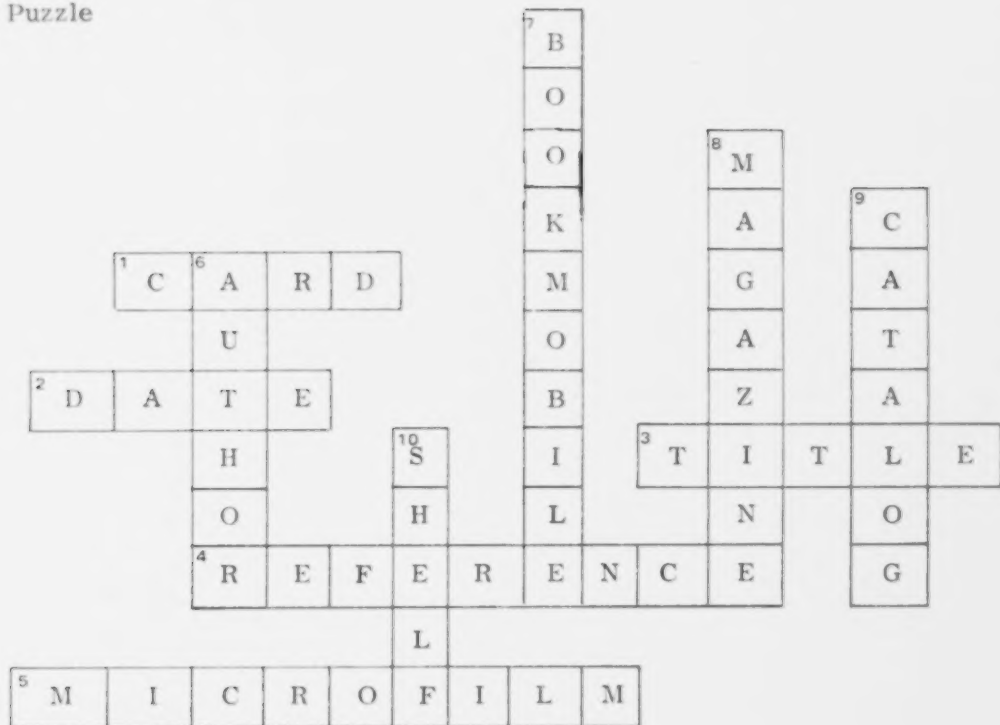
IV. Complete the sentences

- | | |
|----------------|------------|
| 1. residents | 4. volumes |
| 2. public | 5. borrows |
| 3. bookmobiles | |

V. If the student cannot think of any books, the teacher should suggest several.

ANSWERS FOR USING THE LIBRARY

VI. Library Puzzle



ANSWERS FOR SOCIAL SECURITY

- I. 1. After obtaining the first job.
 2. After a death in the family.
 3. At retirement age.
 4. At age 62 or more and stop working.

II. Answers will vary.

- III. 1. T 6. T
 2. F 7. T
 3. T 8. T
 4. T 9. F
 5. T 10. T

- IV. 1. settle
 2. flag
 3. helpful
 4. proof
 5. citizen

- V. 1. c
 2. a
 3. d
 4. e
 5. b

VI. Answers will vary.

VII. Information on applications will vary.

ANSWERS FOR POSTAL SERVICES

I.

1. veteran's benefit
2. post office
3. post-mark
4. air
5. signature

II.

1. expert - c. a skilled person
2. regular - a. usual
3. local - b. near-by
4. signature - d. name
5. appreciate - e. to be thankful

III.

1. b. second class
2. a. first class
3. e. parcel post
4. c. third class
5. d. fourth class
6. a. first class
7. b. second class
8. f. third class
9. b. second class
10. f. third class
11. b. second class
12. c. third class
13. d. fourth class
14. a. first class
15. e. parcel post

IV. Answers will vary - The following is an example.

Mary Brown
1229 York Street
Center City, Ohio 40297

Mrs. Anna Brown
2040 Mesa Avenue
Dallas, Texas 52430

V. Answers will vary.

ANSWERS FOR TELEPHONE SERVICES

I.

1. c
2. e
3. a
4. b
5. d

II.

1. area code
2. classified
3. coin calls
4. conference
5. dial
6. directory
7. receiver
8. zero

III.

Answers will vary.

IV.

1. pleasantly
2. apologize
3. friendly
4. police
5. call back

V.

Answers will vary.

VI. 1. d

2. c
3. a
4. b
5. e

VII.

Answers will vary.

VIII.

B	T	E	L	E	P	H	O	N	E	S
L	O	B	U	S	Y	L	P	E	R	L
O	O	K	O	G	Y	I	E	A	A	D
N	T	J	L	W	C	A	R	R	T	I
G	H	E	L	P	O	T	A	E	E	R
D	W	V	Y	I	N	H	T	A	S	E
I	R	B	A	C	N	U	O	P	H	C
S	A	C	O	D	E	J	R	O	O	T
T	R	R	E	I	C	V	U	A	K	O
A	V	L	D	J	T	A	E	O	O	R
N	X	L	T	L	R	P	R	G	P	Y
C	L	A	S	S	I	F	I	E	D	D
E	R	C	R	E	C	E	I	V	E	R

ANSWERS FOR THE NEWSPAPER

- I. 1. advertise 5. cub 9. press 13. reporter
2. byline 6. headlines 10. proofreader 14. staff
3. comics 7. index 11. publisher 15. story
4. compose 8. interview 12. quote 16. wirephoto

- II. 1. bold type 4. proofreader 7. banner
2. beat 5. wirephoto 8. byline
3. balloon 6. morgue

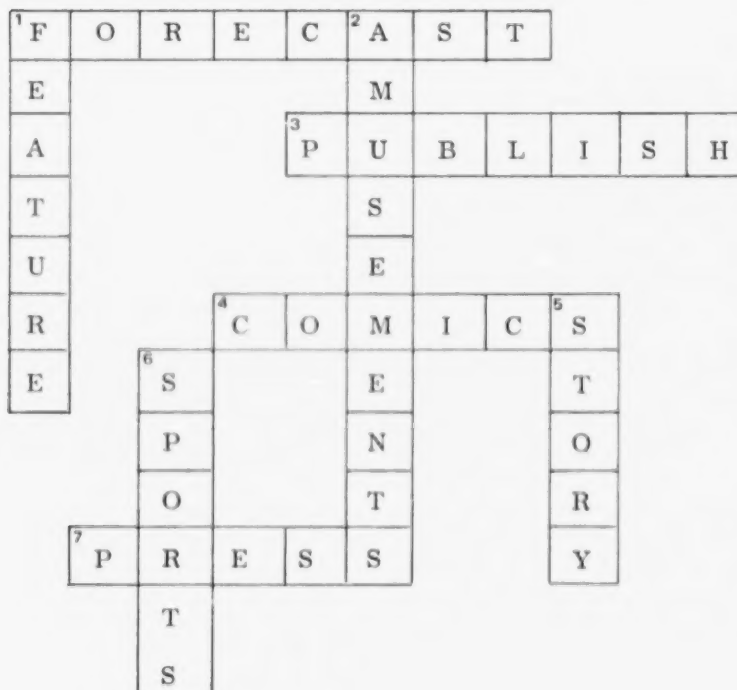
- III. 1. Jim Bishop 4. Elizabeth Post 7. Sydney J. Harris
2. Ann Landers 5. Sylvia Porter 8. Jack Anderson
3. Victor Riesel 6. Erma Bombeck 9. Emily Wilkens

- IV. $\frac{17}{49}$ a. $\frac{39}{7}$ e. $\frac{8-11}{27-30}$ i. $\frac{6}{}$ m.
b. f. j.
 $\frac{15}{16}$ c. $\frac{44-48, 50}{42}$ g. $\frac{2}{51}$ k. l.
d. h.

- V. 1. They cannot find out who died.
2. They may not have a television listing.
3. They will not know what is playing at the theatres.
4. They will not know how sporting events turned out.
5. They won't know the births and other vital statistics.

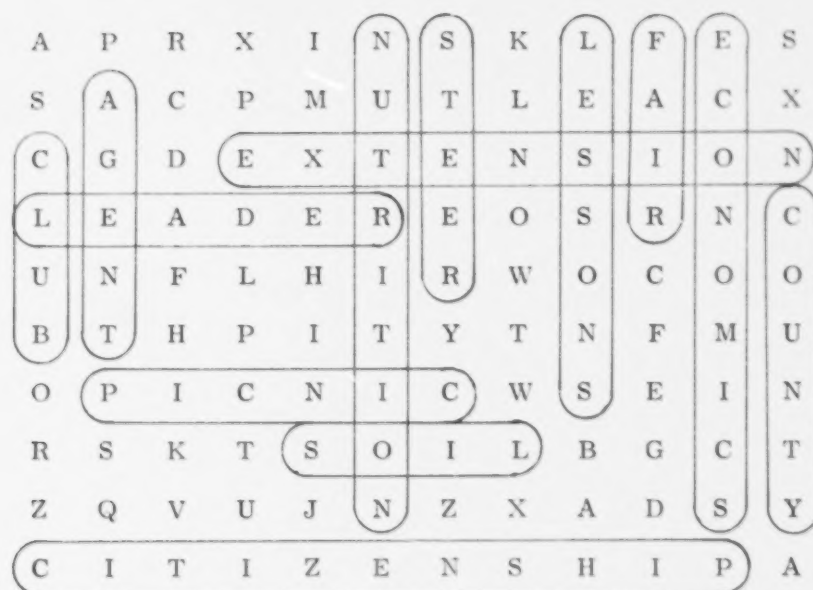
- VI. 1. fly 5. alley 9. screwball 13. out 17. basket
2. run 6. pins 10. eagle 14. drive 18. chip
3. drive 7. gutter 11. dribble 15. curve
4. bird 8. sinker 12. dunk 16. foul

VII.



ANSWERS FOR COOPERATIVE EXTENSION SERVICE

I.



II. True and false

- | | | |
|------|------|------|
| 1. F | 3. T | 5. F |
| 2. T | 4. T | 6. T |

III. Matching with numbers

- 6
- 4
- 5
- 2
- 1
- 3

IV. Fill in the blanks

- | | |
|--------------|--------------------------|
| 1. seminars | 4. advisors |
| 2. county | 5. Ohio State University |
| 3. bulletins | 6. agriculture |

V. Matching with lines

- | | |
|---------------|------------------------------------|
| demonstration | living in a place |
| agriculture | explain by showing examples |
| resident | person who gives advice or council |
| advisor | the raising of crops and animals |
| homemaker | person who acts for another |
| landscaping | one who manages a household |
| agent | to arrange grounds artistically |

ANSWERS FOR REFERENCE BOOKS

- I. 1. a. noun b. verb
2. a. 2
 b. 1
 c. 4
 d. 3
- II. 1. dictionary
 2. book
 3. magazine
 4. encyclopedia
 5. Reader's Guide to
 Periodical Literature
 6. library
 7. atlas
 8. contents index
 9. almanac
 10. related
- III. Order will vary
 1. cabbage
 carrots
 chives
 corn
 cucumbers
 dill
 2. Selection may vary - any six
 buttercups
 calendula
 candy tuft
 celosia
 chrysanthemum
 columbine
 coral bells
 coreopsis
 cosmos
 daffodils
 dahlia
 daisies
 day lily
 delphinium
 dog-tooth violet
 dwarf ageratum
 dwarf cornflower
 dwarf iris
 dwarf marigold
 dwarf sweet william
 edelweiss
 3. Any three
 Chinese cedar evergreen
 croton
 cryptanthus
 dogwood
 evergreens
- IV. 1. a. 5/10 - 6/15
 b. 6/15 - 7/21
 c. 5/7 - 6/21
 d. 5/15 - 5/30
 e. 5/15 - 6/30
 2. 4/7
 3. The planting time is different.
- V. 1. Growing your own groceries.
 2. M. McLaughlin
 3. 208-9
 4. Carefree vegetable garden planted
 in walk-in wire box.
 5. Answers may vary.
- VI. 1. Northwest
 2. Southwest
 3. Southern Ohio
 4. 20-40
 5. from 40 to 60

ANSWERS FOR WRITING LETTERS AND NOTES

- I. 1. a
2. b
3. c
4. c
5. b
6. a
7. c
- II. 1. true
2. false
3. true
4. true
5. false
- III. 1. John's mother.
2. a "going-away" party.
3. April 26 at 7:00 P. M.
4. John's house.
5. R.S.V. P. means to answer and tell the person who is having the party whether you will attend.
6. answers will vary.
- IV. $\frac{c}{d}$ 1.
 $\frac{d}{b}$ 2.
 $\frac{b}{a}$ 3.
 $\frac{a}{c}$ 4.
- V.

Stamp

Mr. James White
3480 State Street
Cleveland, Ohio 43215

ANSWERS FOR COMMUNITY ASSISTANCE

I.

1. A community agency to help people who have a problem.
2. The calls were confidential.
3. Welfare department, Day Care Centers, prenatal clinic, toll-free hotline number.
4. Answers will vary.
5. Answers will vary.

II.

Answers will vary.

III.

Adult Basic Education
 Alcoholics Anonymous
 Fire Department
 Girl Scouts
 Jaycees
 March of Dimes
 Red Cross
 Salvation Army
 Social Security Office
 YWCA

IV.

6 3 2 7 4 1 5

V.

